



ANDERSON BRULÉ ARCHITECTS

SUNNYVALE LIBRARY OF THE FUTURE

Community Forum “Where Are We Now and Where Do We Go From Here?”

MEETING DATE: September 20, 2006
MEETING TIME: 5:30 p.m. Dinner
6:00 to 8:15 p.m. Meeting
LOCATION: Sunnyvale Library, Program Room
665 W. Olive Avenue

REGARDING: Meeting Agenda
ABA PROJECT #: 06.0707.0

ATTENDEES: See attached Attendee List for participants

CONTEXT: Please join us at this special community forum where we hope to further define your needs for library services, collections and programs. After this forum, we can begin the process of evaluating our options to achieve Sunnyvale's Library of the Future.

INTENDED RESULTS:

- we learn about the community's library service needs from multiple perspectives
- content that informs the planning of Sunnyvale's Library of the Future

AGENDA ITEMS

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- I. Introduction / Agenda Review**
- A. Opening CommentsDeborah Barrow
 - 1. Planning Process Overview
 - 2. History of Library Planning in Sunnyvale
 - B. Agenda Review..... Sam McBane Mulford
 - 1. Envisioning the Library of the Future
 - a) Introduced website – this will be active as of tomorrow:
LibraryoftheFuture.inSunnyvale.com
 - 2. Process Review:
 - a) Needs Assessment (What)
 - b) Plan of Service (How)
 - c) Building Program (Where)
 - d) Existing Facility Assessment
 - e) Facility Scenarios
 - f) Strategic Facility Options and Preferred Direction
 - g) Library of the Future Study and Strategy
 - h) Questions:
 - Are we going to address what goes on in the Library or just talk about the structure? We'll be focusing on the services and the expectations of the community as well as the types of spaces.
 - Do we have a forecast of the future of the population of Sunnyvale? We are taking a holistic approach and are working with the city to understand the population as well as the City's general plan
 - Define what is meant by “thriving and vibrant”? We think of the library as a hub for the community – it is not necessarily noisy or a place you wouldn't want to be – it is a hub of activity that is a center of the community and has activity all the time – it is important to the community
 - When is all this work going to happen? The council will have to answer that question – we will bring forward options and implications (cost/schedule/budget) to

Strategies, Architecture & Interiors

the council and then they can make informed decisions on when and how to move forward.

3. What We Have Heard Thus Far from Sunnyvale
 - a) This is a thriving, vibrant library and is an asset to the community
 - b) Convenient, Current, Relevant and Accessible Information in Multiple Formats
 - c) Technologically, the library needs to be Up-to-Date
 - d) It is a Community Destination for Learning, Enrichment and Interaction
 - e) Library should be Clean, Comfortable and Flexible
 - f) There needs to be a Diversity in Spaces and Uses
 - g) Integration of wireless is also important – there are some barriers to distributing these services (existing building – brick)

II. Changing Face of Libraries – Reinvention and Transformation

- A. The “Traditional Library”
 1. Comparison to yesterday’s library
 - a) “shhh...”
 - b) Stacks and stacks of books
 2. These are still important in libraries, but not throughout all spaces
- B. Where Libraries are Going
 1. Visual of the atrium space at Martin Luther King Library in downtown San Jose as example
- C. Future thoughts
 1. Consumer expectations – we are a consumer nation, and we have certain expectations for the library – functions as a bookstore more than just a library
 2. Diversity! The library should serve a diversity of both people and their needs within its function.
 3. Information / Technology / Lifelong Learning
 4. Center of Community - This is a place that should provide services for the community

III. Envisioning our Future

- A. Think, Pair and Share Exercise
 1. Answer the question that corresponds to the colored card handed to you:
 - a) What excites you about the library in Sunnyvale? What concerns you?
 - b) What should library service look like in the City of Sunnyvale today? In 10 years?
 - c) How would you describe your ideal visit to the library in Sunnyvale 10 years from now?
 2. Pair with a neighbor holding the same color card and discuss your answers
- B. Share your answers with the larger group – verbal conversations (letter indicates question):
 1. C: There would be electronic LED signage at the entry to let people know what it is and draw people to it; there would be books on tape where voices would read stories with you, and have special sounds for turning the pages – sounds that are age appropriate; if books were not in library, you could order it, and there would be scanning machines for newspapers and other media; of course would need up-to-date technology and keep the self-checkout system.
 2. A: Enjoy participatory activity groups – book discussions, Shakespeare read-along, author talks, performances, etc.); impressed with friendly, helpful librarians; there is a good selection of new books – they stay on top of it; parking is very good; good staffing on the checkout; self-checkout is helpful; concerns are that budget cuts would affect number of activities; there are not enough activities for teens/other demographics; if the library got bigger (for example, building a second story), it could feel less friendly, more institutional and more impersonal; might work better to have 1-2 branches instead; want to keep personal feeling, friendly and intimate
 3. C: Keep the library open every night until 10pm and make it a larger library to accommodate the growing community; provide multiple formats of information and presentation – books, magazines, databases, newspapers, etc. – there are concerns that cutbacks could cut out these; the library should service all races, creeds and colors; the keyboards should be cleaned/disinfected once per day; cater to the young – they are the future of our country; have more well-trained, well-paid reference librarians available; provide quiet spaces apart from teen and children’s areas; provide more modern bathroom facilities
 4. B: librarians tend to go for quick answers, directly off of the internet; people can do this on their own; reference help has a lack of structure, and they don’t know how to use the older

- resources – they are too dependent on internet; interested in educating people on how to use the resources of the library and how to go online at home to use the resources; librarians need training on how to help people; need lots more computers for casual use; coffee house to act as a destination – this would encourage lingering; teens need to be better served in the library of the future – they need better spaces for themselves and better collections for teens; enhanced book clubs
5. B: better than Stanford library; download music and books; can sit and read in the lounge and study out in the exterior spaces outside the library; books and music and research material – could cooperate with the schools in Sunnyvale; computer plugs and WIFI; programs are the mainstay of the library – discussion groups, poetry, writing training, reviews of books; access to other libraries in the county, but also San Francisco for exchanges; services don't have to be done all in the main library, but could have other facilities for other services
 6. B: more self checkout – instant gratification; librarians checking out books – nice to talk to a person; better segue way from child – teens – adults; child's area, vibrant paint; teens – don't have to whisper all the time, and more relaxed environment; technology tutorials for all ages and experiences; study groups for different subjects, all levels; books on MP3 to get access to iPods
 7. No cards: teens are a large demographic; well lit and have large glass windows; computers are to be more modern; digital media should be updated (music and movies) – keep more current with the times; more seating – not always a lot of seats; café (Cupertino); online checkout – possible delivery to your house; intuitive searching features (WIKI); longer operating hours – 24 hours? – teens who procrastinate; each computer with a database – judging a book by its title is too difficult – want to preview to see if it is the type of book that you want.
 8. C: would like to see information about the environment or animal protection organized by topic, and also offer programs and discussions and have books to cover these areas; include graphic backgrounds for the different areas to identify; wants to see services and programs in the future that are focused on health and wellness and potentially other issues; sex education
 9. B: enjoys reading and wants to continue to have books available as well as the rest of the options; likes the idea of having a place for teens and young children; the library could coordinate services with the local schools; have materials available for the projects that students at school would need; wants a beautiful building with gardens that will be aesthetically pleasing; consider access to public transportation and bikeways; it needs to be a safe place for all hours; ideally would like a city center with the library located in it, with this as a smaller branch library; café with coffee; need to consider outreach services like bookmobile and SOS; needs to offer choices, but keep the personal touch; continue with programs such as the Opera, great authors, book clubs, etc; provide meeting spaces for clubs where people can congregate; provide an inviting and stimulating children's area that is kid-friendly; agrees with the Netflix model for checking out materials
 10. Agree with café as a "third space", similar to Starbucks, with fireplace, couches, places for games; entry accessible separate from the library so it can open earlier and stay open later; outdoor gardens are great, with wireless internet, with flowers and meditation feeling; better, prettier, more interactive webpage (animation, noises, loads faster); community rooms should be accessible after hours; computers to download media so that it can be taken home; allow people to watch DVDs – have sound cards for the computers; more outreach to Hispanic portion of community; more space for children's room; educational software; public webpage to have links to free software; RFI checkout – scanning of cards for radio frequency – could know where the books are at all times
 11. What will it look like in 10 years: interaction of people and technology; higher income bracket in this area – so most people can afford to do this at home; need more personal interaction – yoga classes, match.com, etc.; young generation needs a place to meet and socialize (home schoolers need to be able to connect to other kids their age); more advertisement of events, more flyers
 12. A: everybody wants utopia – there is no thought as to where the money will come from; the comments have been mostly about inclusion of an entertainment section, not educational materials; it sounds like people think of the library as a babysitter and a caterer; where does it end? This is a library, not a fun place (crowd clapped); the policies for checkout on the tapes and the CDs allow for too many items to be checked out at one time - items are laying idle in

- other people's houses while other people might want to use them; \$1 charge is nominal and would hurt no one – let's think about how to actually pay for the ideas; this is a library and not a social space; comment not verbalized, but included on card was that he comes to the library when he has a need for a specific item
13. C: She thinks the library IS a fun place and offers a lot to the community; enjoys now and wants the materials to continue to be easily accessible on the shelves; shared seating for parents and children, possibly at window seats, including large chairs paired with small chairs to have families sit together; in the future, the library will be more of taking the library to the community, not the other way around – expanded bookmobile services; librarians out in the community; neighborhoods could have things brought to them – would allow for shut-ins, etc. to have access; library is becoming more of a process than a place – more online interaction, such as skype discussions – library would get you into a discussion on a topic – allows for more information coordination; teens can access it without coming to the building itself, which would allow for integration with their studies in their own spaces; there is a need for more safe computing for children and teaching of how to safely use the computer; more resources online – scanning books and expensive or inaccessible research materials that can't be checked out – that they could be accessed at home; taking the library to the community – future concept – rather than having everyone come here; “have books, will travel”; noted by not verbalized was a suggestion to have full-service subscription to ancestry.com available for use online
 14. B: simple answer to a complex question: use the library in Santa Clara as a starting point; it is a two year old library, and they have done an outstanding job; many of the wish list items talked about tonight have been taken care of in this facility; a wish list needs to be affordable, because otherwise, things will stay the same
 15. A: first and foremost, she thanked everyone for their hard work; she has been a librarian and agrees that there are limitations to the services (costs); she is pleased with the diversity of materials but cautioned that the more you have, the more you need; she had concerns for library space and parking, and wants to insure that the library includes spaces that people can use; want more internet connected computers but again, the more you have, the more you need; the community needs to feel they can bring children and young people to have interaction, this is a place that needs to be a source of problem-solving, because people are getting too isolated from each other – need to learn from each other; go into schools and educate young people about the services available in the library
 16. C: a major concern is not addressing the children or the teenagers; technology needs – more computers; need better selection of books on CDs, educational materials; information center should contain both high and low tech
 17. A: need a special space to read with children, maybe on a soft carpet, not at a table, and to not be distracted by other children's noise; more computers for use (30 min. wait, 30 min. limit); have the library open on Friday evenings, and earlier than noon on Sundays; such outstanding programs – amazed at the offering; concern that the wireless doesn't work well, specifically in areas that are used for local college study groups; seminars and classes about genealogy; noted but not verbalized: would like to have a room with vending machines to sell snacks/sandwiches and chairs and a table to eat quickly to save time; it doesn't have to be a fancy café
 18. A: as a mom of 3 small kids, she noted that there is always something on the topic that they are looking for; there are lots of ways for information to be available; concerns are about kids' spaces – it is important to try and keep them away and allow them to be noisy – there isn't really a place for them to be loud now; there needs to be other activities to keep small children busy when they are too young to read; building now is not energy efficient; would like the new facility to be ecologically sustainable and environmentally friendly and efficient
 19. C: grew up with the Carnegie library system – main library was accessible through all of the branches throughout the city and the suburbs and users could request books and have them sent out and could return all books to any branch; this worked really well; there is a necessity to have very separated places for the children and the adults and in fact, special places for all age groups; this library is extremely noisy and hard to concentrate; separate use of computers and even when people are working on projects together – they need to be able to be louder; there needs to be both Macs and PCs, perhaps as a program with Apple, to allow for both types of users; library system for the entire Bay Area; foundation from local multi-millionaires to benefit

the library; extra software – this is lacking; not as much access for Word, etc.; more access to art resources; needs to be more accessibility to the librarians – it is hard to get someone to help you; the librarians seem overworked and so are less accessible; there needs to be more control over behavioral problems and rule breakers; noted but not verbalized: provide big steps or bean bags for children's area; increase para-professionals under librarian direction; more morning, afternoon and evening events for different ages, with seasonal themes – movies, readings or story-telling; more programs on different cultures, religions, etc.; advertise better for the programs of reading groups, etc., that already exist; provide downloadable documents for books and other resources that expires after a certain time frame; provide downloadable movies and music; provide different levels of membership and costs only for upper levels that are movies and commercial music

20. C: have taught in Sunnyvale for 35 years; see the library as the hub of the community; feel that the main library should be at the new Remington Center, which includes fine arts, and has lots of participation by young people, children and seniors; don't throw away what you have here; there are a lot of good things in this building; evaluate what you have each year; Saratoga doesn't own their library and they don't have control over their spaces; everything won't be done overnight; have pledges like the historical museum has done; request endowments from corporate sponsors
 21. C: want to walk into an environmentally green space; have both indoor and outdoor portions, include access to the local community garden that is a missed resource; designated story time area, with stage and puppet booth; no coffee services – spillage can be an issue for expensive/irreplaceable materials; allow room for expansion – don't want to have go through this same process in ten years again; need more physical resources, but also people resources; spend the money on the people – he is a city line employee, and gets paid more than most librarians
 22. No card: as a mother of three children, she thought there was a wonderful collection; the children's shelves are low and visible; there should be better access to topics of self-esteem or study subjects for classes to be able to research further – a resource for teachers; need better resources for card catalog; it is also not user friendly for younger children; it is nice to have access from home to be able to update renewals
 23. No card: reference section is great; library has a good collection of the best 100 movies per decade; provide more older music CDs and maybe a video collection; maintain last week of newspapers; community center could be the place that the entertainment occurs and have the longer hours – why would these things be done in the library?
 24. No card: need endowment fund for the library – sales tax revenue is not enough to fund the future for the library
 25. A: the library shouldn't expand – it is already too hard to find and get the book that you want; extend the central system for checkout services, not get more books; overdue books – makes it hard to deal with renewals; seeing rows and rows of books doesn't appeal; technology will be there in the future to allow for books and media to be on very small discs, not on shelves; more meeting spaces would be good, but the information will be much smaller in the future – don't want a million books; noted but not verbalized: wireless access is important; need easy access to public transportation; don't see the need for the paper books any more; combine school and public libraries – more efficient resource use
 26. No card: it is essential to have access to specialized resources for advanced research; have neighboring libraries cooperate to allow for this; have a guide to reliable resources on the internet available for users
 27. B (no card): most people get information of the world from newspapers/TV/radio; it is good that the library also offers this information that needs to be known by everyone
 28. B: have more clerks available – the lines are too long, especially on the weekends; have more self checkout; more reference librarians; need a wireless network; need quiet area desks and study rooms; should have college textbooks on reference for people who can't afford them; larger children's area; maintain cleaner facilities; provide services for after-school tutoring; should have a better security system; noted but not verbalized: should have a food/beverage place; have water available around the library
- C. Cards not read, but turned in at end of meeting:

1. A: provide newer materials – books, CDs, DVDs, tapes, magazines; too much noise (cell phones, etc.), parking is too hot in the summer; SOS space is insufficient; need more self-checkout machines; DVDs are damaged due to mishandling; no fee for books on hold
2. A: older woman: would like the checkout process to tell her if she had already checked out a book before, and how long ago, as a warning
3. A: excited by the sheer number of people using the library, and the variety of people, ages, occupations, ethnic background; excited by the extent of services and resources and the staff; concerned about the size – if it gets too small and crowded; the building is almost 40 years old and is physically wearing out; need study and meeting rooms; need a new sense of physical openness, light, glass, tie inside to outside
4. A: excited that the government realizes the need for a great library and that public input will result in a library that will keep up with the community need and the public's need for access to technology; concern that the final plan won't be adequate for the population it serves – too small and not enough computer access; books in electronic format would be good; better communication between schools and library; electronic resource sharing made easier for students; branch library on or near Kaiser Hospital
5. A: excited about online catalog, online renewal, lots of kids books, new release movies, collection of Spanish children's books, bilingual story time in summer; concerned about lack of reminders for returning materials; having city meetings only recorded on VHS, not online or on DVD; catalog is hard for children to use; weekend hours close too early; subject search is difficult (discontinued the binders in the children's area); don't get rid of old books
6. A: like the variety of material – CD's, tapes, etc.; like the talks and classes; excited by a library that was a model of sustainable building, where the building itself is educational; concerned that there needs to be longer hours; would like more space where kids could be noisy without disturbing others; if it is enlarged, it might be too big; needs to be aesthetically pleasing; needs reading garden space
7. A: excited by high level of use, but the whole community; librarians are responsive when materials are requested; catalog can be browsed over the internet; excellent central location for the community; concerned that the collection is too small; lack of meeting spaces; lack of usable wireless access; children's section is not inviting; design of facility has poor neighborhood integration; need more activity in front of the building; concern about how to integrate multimedia; it is not as inviting as a bookseller
8. A: excited by materials, books, CDs, DVDs; is a place that anyone can go, ask any questions; a place you can go any time; concern that the building is old
9. A: parking is good; material check and self check is quick, and there is adequate staff
10. A: library books get thrown out – they should be reused, recycled, donated, passed to other libraries, charities, kids, community, etc.
11. A: excited by free computer access; concern: no discipline for people who don't follow the rules
12. A: excited by the program room, the annual art show (Sunnyvale Art Club), and the presentations such as author events, historical group lectures; it is a well-used library; librarians are willing and able to help; concern that it is overcrowded most of the time
13. A: excited by the availability of books, magazines, newspapers, DVDs, internet to expand people's knowledge of subjects that interest them – travel, projects at home, child development; philosophy, psychology, religion, politics; concern that there is not enough time to read books in 3 weeks; concern that they may be overlooking sources that are available to them; the library should not be all things to all people
14. A: excited by high level of use – all portions of the community are represented; responsive to patron request for materials; web access from home is limited, and it doesn't help you find what you are looking for; concerns that it is difficult to find material, lack of meeting spaces, lack of wireless internet; children's area does not excite children; few areas for multimedia viewing without interrupting others; even though were centrally located, it's not integrated with the rest of the city (big parking lot); display children's art or that of local or national artists; size of collection doesn't fit the community
15. A: OED, online OED: book cleaning; old movies/classics; building is musty; use the Sunnyvale Community Center for some of the uses commented on

16. A: lots of people are present; concern that this project will flop like the downtown renovation and never be finished as long as the city council has control; there are not enough DVDs now that they can be checked out without cost; limit the number and go back to charging for their use, and then will have more money to buy more
17. A: excited about resources, computers everyone can use; there are lots of teenage books/music/CDs; many librarians to assist people; many resources that are available; concerns that it is crowded, can't talk, can't hold meetings; the alarm system doesn't work properly; no children section or teens; good stuff – there are a lot of people studying
18. A: excited that the community is doing something for the future; a sense of community; ability to walk in and easily access materials; nearby to parking; children's area and programs; adult and children's programs, cultural, science, etc.; concern that there is a need for a very large community room (it could be made to section off also)
19. A: excited by the fact that it is willing to change its direction, improve its current image and meet future needs to be inspirational for all ages; first impressions are important; very important to walk in and easily access materials; needs to be nearby to parking; allow for discussion groups; concern that it went through a period of turning a deaf ear to the community and want to avoid this again; want to keep the library alive and engaged to the needs of the patrons; what is necessary to have the library maintain a position of inspiration to the community; need large community room and small group spaces; website is available 24/7; no fees to raise money – this is not the purpose of library – should be free; needs to be more intergenerational programs; have more light and view to the outside; use of solar energy; docents to assist with new technology
20. B: need one of the better CD and DVD selection; better organization – no wasted space; better technology; improvement in children's department; improvement in children's department; need to improve teenage section; need small group meeting room for all users; concern: up-to-date technology; more computers needed; information center, low and high tech; books on CD
21. B: today – should be better organized, physically; plan for expansion, and better use the surrounding property; better technology – should be outstanding; provide outdoor areas; for the future: improve children's section – it's not easy to use; need section for teenagers and areas for groups of teens and adults; provide more computer stations, many more DVDs; music section is good; need more books on CD
22. B: internet access to bring in own computer; more program rooms for talks; more flexible space for programs; like the LINKS system – expand it; provide more computer access points; quiet areas, talking areas; more parking; bookmobile – who does it serve?; branch libraries?; would not like to see the library relocated
23. B: transportation access; today the library is nice, but lacks services to encourage young adult children use; hours on Fridays can be helpful if later (9:00 instead of 6:00); rather than investing \$ to enlarge, put \$ into ads online – flyers to invite to evening activities in recreation, with requirements of age and interest; not like Community Center and charges and styled like a class; in future, much more interaction is happening online; meeting with a group will still always be more committed than doing something online at home; more interaction, free classes for teens, with quality time and instructors; more community support groups for unmarried, same age group individuals or support group for home schoolers
24. B: today need more open network access; future – branch libraries or mini branches, similar to banks in grocery stores
25. B: private recording rooms, tape recorders; DVD screens; music instrument rooms; private study “nobody look room”
26. B: telecommunications, internet/computer, what's going on then should be state of the art; reference resources; seek endowment due to financial constraints and to get another source of funds beyond fees; plan for expansion, especially for computer area
27. B: daughter wants to have age group appropriate study area; more CDs, software for 8-10 year olds; reading club for 8-10 year old; homework assistance program in the library; provide more relaxing areas for older patrons; more online books available; business CDs for younger children to teach money saving; have more Chinese books and CDs
28. B: need to be more current with technology; flexible for assistance (checkout, reference), accessible for longer periods; appropriate for the community (high tech – patent office,

- multilingual, multicultural); services should be user friendly and learnable; for future, basically the same, but flexible enough to change with technology changes and expansion
29. B: more internet access, using wireless or patron's computer; no line for checkout; more efficient catalog to help find items quicker; more desks or tables for patrons; access to University or college libraries; catalog for books in foreign languages
 30. B: greeter table with signage; information on new books, location of areas in library; public transportation to the library; computer access to all volumes without waiting; lounge/coffee/snacks; wifi; many program and classes – poetry, current events, writing workshops, travel, etc.); talking areas; teen areas with food; quiet areas for research; green building – solar, materials, heating system; foundation to support the library; protect people from the Patriot Act
 31. B: lines at the circulation desk are too long at times – need more clerks and more self checkouts; need more reference librarians at the desk; wireless needs to be available today, for free; larger children's room; cleaner bathrooms; future need coffee shop/snack shop; more programs featuring upcoming authors/artists/musicians, making the library a more cultural setting
 32. C: multi-branch library with near-instantaneous access of materials from other branches and easy return at any branch; partnering with universities; software loans – downloadable movies/music/downloadable books/magazines; increase use of para-professionals under librarians direction
 33. C: provide for kids education and future generation and daycare education
 34. C: moving floor to take to you to each section; online checkout/delivery features and a more intuitive searching mechanism; library open 24 hours
 35. C: well lit and have lots of glass walls to observe the outside; computers will be more modern and will more seats and maybe a café; digital media (music/movies) will be current
 36. C: each computer will have digital documents so that each book can be quickly previewed
 37. C: need robust interlibrary sharing program; referrals of experienced people; separate teen and child areas with computer security; kinesthetic learning events/areas for kids – puppet shows, movies, re-enactments; history of checked out books per patron; friends area inside the library; reading patio or reading group garden; getting books out into the community; bookmobiles; kiosks; book alerts sent to cell phones; wireless access; connection between community service needs and books we're discarding; matching of reading needs and volunteers, i.e. reading to sick, infirm; tutor network
 38. C: friends of the library – collecting, storing, sorting, selling on site; larger sale area for fundraising sales; easy map of floor plan sections; greater emphasis on recycling books into community donations
 39. C: attractive building in central location; attentive staff; extended hours; computer instruction; self-check out on all materials; accommodation for small groups; branch libraries; home style atmosphere
 40. C: attractive building; friendly helpful staff; availability to focus; self checkout that works smoothly for all materials; small group rooms for discussion; fireplace – comfortable seating; coffee place; small enough to remain friendly and personal; separate teen area
 41. C: well laid out, so will know where to go to find what I want; perhaps a map near entry; expect rows of computers in each main area for research or log on to intranet for searching; comfortable, inviting places to sit, and tables for spreading out to work on research; programs catering to all ages available every week; information about programs easy to find (central location with brochures and email sign-up capacity and notification of future events); children's programs with entertainers so associate library with fun; rewards for kids who read a lot
 42. C: want warmth, not all glass and steel; windows that look at greenery, not traffic; more space between stacks/shelves; short stacks – can't reach tall ones; entry should be attractive with seats, not near checkout area
 43. C: more self checkouts; place of quiet contemplation; computer assistance at computers and computerized catalog on the floor at all times; enclosed teen space; acoustically separate video/DVD/CD collection and checkout/reference desk from rest of space
 44. C: children's room with computers for different ages; Reader Rabbit?; displays to appeal to kids; listening area; busy, active place; contact nearby schools for syllabi and aim collection/stacks/databases to accomplish objectives; seek more grants for funding

45. C: please - air conditioners should be disinfected from air transmitted diseases; LEPRO is awfully dense
46. C: movie club, photo club; more food; electronic book lists; more new books; speed reading courses; high speed internet access; add headphones and sound cards to computers; more computers and allow more time on them; keep library open all night; better air quality; “library will be our almost last bastion of intellectual survival in commercial fascism”; library has a lot of benefit for nearby businesses; teach people how to search for materials; bring up the culture of reading; invite more famous intellectuals to speak; building should be a gathering place, so need to make sure it is inspected and sanitized for disinfection; “in ten years, we’ll suffocate here – need 2nd floor minimum”
47. C: no lines (ample resources for everybody, expand staff as well as facilities); still have room for more shelving expansion rather than going through this same process again; haven’t copied all others by offering food service
48. C: spacious lobby, lots of checkout stations, large lounge/café, big fish tank, elevator/escalator – no stairs, need help – talk to a computer instead of typing, visual map of where books are located in addition to area designation; children’s area should be colorful, stuffed animals, lots of cushiony chairs, round tables to do homework (legs in middle so lots of chairs can be pulled up), low bookshelves to reach, couches so mommy and daddy can sit next to me and read to me; teen area, lots of computers on wireless network, game area to play Xbox, big screen TV, Nintendo DS, computer games, small rooms to do group projects/study groups; adult area, quiet work/reading place, small rooms to do tutoring/meetings with adjustable walls that collapse in case you need a larger room; bathrooms in more than one location; drive thru book/media return area; window facing the sun automatically adjust to block out the heat and light

IV. Conclusion

A. Feedback on the Session

1. The food was good
2. Event was well advertised, but need to go to more places to advertise that are events for the community
3. Need to post a summary of what went on this evening – synopsis of the points
4. Question - is Sam going to conduct the next meeting – will build a rapport
5. Will there be discussion among small groups in the community? This will occur during the focus groups and key informants
6. The attendance was not felt to be a good cross-section; ABA requested help with outreach
7. Would have liked more time for the exercise
8. Some felt there was plenty of time – two hours is a long time to attend
9. What is the charter that ABA was given? Is this going to be the same as the previous efforts?
 - a) We’re going to work with the Core Team and the City Council
10. Do we have any call to come into the spaces to see what really happens – a ‘mystery shopper’?
 - a) Library leadership level is really ready to hear what needs to be heard – they will respond with the information that is given
11. There was a lot of repetition in the responses
12. Concepts on the screen don’t capture the information – need to ask more questions
13. What is the time frame?
 - a) Through the end of this year to complete the plan of service and program effort – this is an aggressive pace – months rather than years for the study and then looking at the options for the first half of next year
14. Who are the people that need to be heard from? Sam encouraged people to attend focus groups and other options for input or to give input directly to the librarian community

Library of the Future Public Comments

Last Update: 10/2/2006

Summary: 80 comments received at e-mail answer point

Subject: Possible "locations " for special boooks such as Nobel winners.

I wonder if it would make sense to have a shelf (properly designated) that would hold such books as Nobel prize winners, Booker prize winners, Pulitzer prize winners as well the equivalent for childrens and teens?

Subject: The Library of The Future

Thank you for allowing members of the community to offer comments and suggestions regarding the future form and function of the Sunnyvale Library.

What I think a library should offer:

1. A source for books, periodical publications, and (yielding to the tide of events) media on tape, CD, or DVD which are available for on-site perusal or short term borrowing or rental.
2. A limited source of materials of a similar nature to support research.

What I think a library should not offer:

A. A sanctuary or refuge from life's fast pace.... That's part of what a church is about.

B. A cozy place for family bedtime stories. In my home, we read bedtime stories, providing a quiet time for bonding, and settling down, and then the children went off to bed. The business of reading a story at the library, and then returning the book, walking out to the car, driving home, and then, after all that, getting ready for/going to bed would seem to pretty much obviate any of the benefits derived from the traditional bedtime story time at home.

C. A safe place for teens to be with friends. Get real. How do you expect to lure them away from the mall, the park, the ball field, the parking lot, etc?

D. A center in which to find local government information. As opposed to the information desk at the city hall, across the street?

E. A vibrant community space bustling with activity. No. Libraries should be QUIET spaces, in order to enhance the other activities - reading, research, like that - which normally take place there.

F. These other requests listed in the first paragraph of the article in the Quarterly report - a computer lab, a café, a gift store, separate children's and teen's spaces, wireless access, performance spaces, more computing capability - are all services that are far more appropriate to, and far better met by, facilities not appended to a library.

Perhaps it would be most productive to focus your energies on finding ways to expand this "...small - for a community this size..." library, without attempting to expand the scope of the operation to include theaters, coffee shops, and souvenir stands. Keep it a library, not some sort of a mini-mall.

Subject: Comments

Director of Libraries:

This is in response to the article describing some of the requests that have been made of the library.

My first comment is to have everyone read the dictionary description for "library." Basically that is what I believe a library should be.

Most of the items listed in the article are functions or facilities that should be provided by Community Centers, NOT a library . I agree that teens should be provided with a safe place to meet and hang out, however not in the library.

Family bedtime stories should take place in a bedroom, unless the library is going to provide sleeping facilities!

A library should not be "bustling with activity." If there is sufficient room so that a quiet "reading room" is available then some library related activity could be tolerated.

I do not think that the library should provide CD's or current movies on DVD's to the public. The library is competing with businesses that rent DVDs. If there are CD's or DVD's that are research oriented and not generally available, that would be appropriate for a public library.

I will not be able to attend the July 20th meeeting.

7/4/2005

I started listening to audio books available through the Sunnyvale library. This is a great service and I would like to see the offerings expanded, especially classics.

I transfer the audio books to an MP3 player and listen while I exercise. So far I've listened to several Charles Dickens volumes.

Thank you for making them available!

[Handwritten note received on July 6, 2005, submitted anonymously]

1. I would like to have a room to view video collections.
2. Meeting rooms for studying with groups or reserving rooms for personal meetings.
3. Instead of having Internet access in different sections of the Library, may have it centralized in one area and also have WiFi access.
4. I'm a little agitated about people using their cell phones in the Library. If there was more enforcement it would be greatly appreciated. Maybe more signs of no cell phone use.

As a patron of the library, I'd love:

-free wireless connection to the internet

-tech support for any security or connection issues (perhaps Santa Clara library could offer best practices on this)

-pictures & artifacts of old Sunnyvale (Trader Joe's in Sunnyvale does a good example of this).

Thanks!

Hi,
My #1 idea for the library of the future is "don't forget the books!"

I would gladly sacrifice the DVD collection, the internet terminals, the cafe, the gift store, etc, in order to maintain and improve the collection of books. I already love the selection of travel, history, and cooking books. I love math, science and foreign language instruction books, but don't think that the collection of those is as good as it could be.

Good luck in the library of the future plan!

I would like to see the library left as it is and concentrate on expanding and improving the existing services. I saw several ideas in the Sunnyvale Quarterly Report such as a cafe, performance space, etc. and I oppose those forays into non-traditional library services. In an era of limited budgets let the library concentrate on what it does best and it certainly does that very well.

I enjoy the library and use it often. I am very happy that you now have lots of DVDs available for rent at \$1.50, which is very reasonable. I would like to see the library expand, so that there are more quiet places. The Mountain View Library has a second floor which is very quiet. The Sunnyvale Library can be very noisy at times, and I've noticed that not much is done about it when it happens. No offense, but your security woman looks like she could be knocked over with a feather.

Greetings,

First off, may I extend my heartfelt thanks for all the valuable services that the Sunnyvale library provides -- you folks are great!

I'm writing because I am unable to attend the 'Library of the Future' meeting on July 20th and wanted to share a thought or two.

First off, your staff is great: friendly, attentive, knowledgeable, and helpful. Really first class. I really appreciate the ability to access the catalogue online as well as suggest items for purchase and request items online.

There's not too much to improve but, in a perfect limitless budget world, it would be nice to see a larger selection of books on CDs. Also, in terms of the status of requested books, it would be wonderful to know how many patrons are waiting ahead of me for the same book. My sister is a patron of the Folsom, CA library and she has the ability to access that information online. Not essential, just helpful.

Thanks for letting me share my two cents worth.

I would suggest that you look at the new libraries that have been built recently in Santa Clara and Cupertino and use those as a starting point. Talk to the staff and see what they like and what they would do differently after operating for a while. The s.c. library is certainly visually appealing, roomy and has lots of computers which are in use most of the time. I haven't seen the Cupertino library yet so I can't comment about it.

I just got back from my first visit to the new Cupertino Library. What a disappointment, it lacks the ambience of the new Santa Clara library. While they have a lot of computers, each one has its own printer which is really an added expense for the initial purchase as well as the maintenance of all those printers. Santa Clara has a central printer that serves all the computers and it works out fine.

In my opinion the new Santa Clara library should be used as a model in the planning of the new Sunnyvale library.

Dear Deborah,

Thank you for this opportunity to participate, after a fashion, in the public meeting. I think that it's a great idea to give citizens the opportunity to respond both ways. I do wish I could be there in person because I think it is always helpful to hear the ideas of others. I do have some ideas to share, some of which is based on thoughts expressed by others.

1. As a member of the CALTAC Board for a number of years, I have the opportunity to hear what visitors think of our library. I often hear appreciation for the warmth that many perceive characterizes our library. It's a welcoming place, the open area as you enter gives a feeling of welcome and space, and the fireplaces which I think are somewhat unique to us almost always receive positive comment. I do hope that we can retain the fireplaces in some forms as part of a reading area.

2. I continue to feel that Children's Services should be one of the top priorities of the Sunnyvale Library. One need only to attend some of the children's programs and see the number in attendance to see that I am not alone in this feeling. While many good things are being done, I do not feel that the depth of the children's collection is sufficient. Often the shelves for books of interest to very young children seem to be quite empty because the collection is so well-used. Therefore, to me children's services is #1. I would even like to see an expansion when it is possible to include a partnership with hospitals and/or pediatricians in the area so that parents of newborns can receive books and begin to understand the value of reading. (There was such a program that I heard of at a session at CLA conference, but I also heard that there was no longer funding)

3. When more space was needed, our meager supply of small group conference rooms was eliminated. In planning a new building, I feel that we need to include some small group conference rooms -- teens are especially in need of this.

4. "Speaking of teens," let's provide teens with a space that they can call their own where their books and other resources are available (and maybe a small group room or two, also). Working with staff, it seems that they could add a lot to the design and flavor of the area themselves.

5. It probably goes without saying, but I would like to see the electronic resources of Sunnyvale Public Library equal to and/or surpassing the neighboring libraries.

6. When I was on the Sunnyvale Library Board there was talk about a coffee shop or Starbucks at the Library. More and more this is seen as a possibility in our geographical area. I would be in favor of this. I think that having this as "part" of the library bolsters the concept of the library as--

--a meeting place

--a community center

--a place to share ideas

7. A partner in literacy. I partnered with a learner with the County program some time ago. My suggestion comes from this, and from more recent experience as well as experiences told to me by others.

Often people who come to the United States speaking languages other than English need help learning to speak English - especially as many have jobs in service positions (such as McDonald's and other fast food places,

gardening, building fences, cement work, etc.) where they work with the public.

If the need to speak is simple, it works all right. If there is a need to answer a question, explain something, have a discussion, listen to another's idea, the little or non-English speaking individual, the company they represent, and the customer all lose something.

It first occurred to me that businesses would serve themselves and their little or non-English speaking employees well if they provided literacy classes. It would give the employees a skill that can be used to better their position and their opportunity to progress. McDonald's does much in the area of public service, and perhaps the other businesses do as well. I feel that literacy and English speaking could well be included in this public service.

It then occurred to me that the library (or libraries in the region) could partner with businesses, providing the classes. Could the businesses then provide the funds to support this??

Last year I became aware of a program in Monterey Park designed to help new residents in the community. Lilian Kawaratani received a CALTAC Award for her work and dedication to their library's LAMP Citizenship class. She also tutors English. Perhaps aspects of their experience could be related to a program serving our area. Lilian can be contacted at (626) 572 - 8010 or yklk@aol.com.

I think that I'll stop there, but I look forward to hearing results of the July 20 meeting. Perhaps there will be a followup meeting?

Thank you again for doing this.

Dear Staff,

Your library is the cleanest and quietest in the area. Your books are the cleanest I've ever seen at any library. Your bathrooms are clean. The floors and shelves are clean. I ask you to please NOT consider a snack bar or vending machines. Working as a page for three years at Cupertino Library (prior to the remodeling) I was witness to many patrons, teenagers mostly, smuggle in food. Countless times at closing, the page staff including some librarians were cleaning up bags of chips, soda cans, Starbucks, gum wrappers, you name it. These were not just on tables and floors but left hidden in the shelves. Books have crumbs, smudges and smears on them. Sometimes we felt more like the food police or janitors than pages. It was this trend among Santa Clara County System and City of San Jose System that led those libraries to decide to include snack bars and vending machines. It was a defeatist "can't beat em so join them" attitude, in my mind. Based on the cleanliness of the library currently, if you were to include a snack bar/vending machines, I believe you would be causing a potential problem which effects would not be resolved easily.

Library funding should not be utilized to create yet ANOTHER place to grab a bite to eat, rather it should be used for more books, more terminals with internet access for those who can't afford a computer at home, and more chairs for the disabled and elderly. That is a beneficial use of money.

You are the only library I patronize. The drive from San Jose is worth it.

Thanks you for reading.

Dear Library Staff:

It was unfortunate that I was only able to attend your 7/20/05 meeting to discuss the subject matter during the concluding minutes. Here are some comments that I may have had:

1. Locate the Future Library at a geographically central location to maximize access by all modes of transportation

including by foot. Near to El Camino would also be desirable for public transportation access. I would nominate the Sunnyvale Community Center complex as one such location plus it has other activities that blend with the library. Your current location would also be meet this criteria "IF" there is enough elbow space for any necessary expansion.

2. The Future Library should also be very central as a specialized data/info location. For example, if there were a single facility for the current SC[il]3 library then the Future Library should also include access to Patent & Trademark databases. There is and will be a greater History Museum in Sunnyvale that will be available during limited hours, but from an information point-of-view, the history of Sunnyvale should be as wholesome and available a collection in the Future Library as is possible. The History Museum will undoubtedly always be short of space for little more than some typical artifacts. Very often studies/research manage to include all of these information subjects and it would be so important to have all possible answers in one location.

3. Should the Future Library be the repository of key archival City records for direct access by interested parties?

4. Should the Future Library have data search/access to its contents, whether hard or soft, by computerized techniques such as Google provides today. There are automated capabilities available today to scan books into database form.

5. For shelved books, provide a data-search method that identifies a book and its physical location. It would be simple technology to have a queing-light flash the shelf location to aid in quickly locating an item on the shelf.

6. A multimedia library of concise tutorials about City, Region, State, Federal, World features would be of value to anyone but invaluable to the young or new citizens.

7. Can/should the Future Library pickup "teaching" where the school systems stop?

I do understand that "funding" for these and other objectives is the major challenge. To that, I wish you the best. I did my little, but futile, best for our city by voting against the fraud of Proposition 13!

Hi,

First let me say that the library staff do an amazing job with the current library. It is one of my favorite places to go in Sunnyvale and it is rare that I go there and cannot find the book I'm looking for. The automated checkout and overdue book system is great!

That said, if the library does expand, I would love to see an upstairs addition, rather than use up more precious land and resources in doing so. I love the look and feel of the library now, and especially the beautiful landscaping and maples out front. It seems such a shame to tear that all down, when a much more cost effective expansion (for our budget-conscious city) could be had by building vertically.

Within the expansion, I would love to see a place where Parents and small children could sit in comfortable chairs and read aloud without feeling like they're disturbing others. Also, along those lines, 5-10 small study rooms or conference rooms that can be reserved for small groups.

Thanks!

Hi!

i hope you're still accepting suggesitions for the new sunnyvale library.

1. holds area: please make the books on hold area accessible to the public similiar to Cupertino's and Saratoga's

library, not City of Santa Clara. i like being notified by email when my book is in, going to the shelf, checking it out without waiting in line.

2. check out kiosks:

password requirement - don't need one. i don't like having to type in my password at the cupertino or saratoga library. i like the way you just scan your card at the City of Santa Clara library. quick scanner - i don't like having to line up the barcode to the laser light at the cupertino/saratoga library. i like the quick scan at the City of Santa Clara library. multiple areas: i like the fact that the scanners are at least two check out scanners in each dept of the new libraries.

3. book return:

it seems like a total waste of money to have automated book drop that City of Santa Clara has..it's often broken. i like the way the cupertino and saratoga libraries have it outside with the sorted labels. would be cool if you had a drive-thru drop off area, especially when it rains.

4. 5 minute parking stalls:

i really like the short term parking lots. It's just enough time for me to return my books and pick up the my new books that are on hold. however, these lots in cupertino, saratoga and santa clara are not enforced.

5. round tables:

i really like the round tables with hidden electrical outlets in the City of Santa Clara library.

6. study room:

i really like the little study rooms in the city of Santa Clara library. the ones at the Cupertino library face the afternoon sun and the study rooms become like saunas!

7. book donation area/store - i really like the way the Friends of the Santa Clara library operates their book donations, book sales, having their own little store, etc.

basically, i like all of the features of the City of Santa Clara library except for the Holds area and the automated book drop.

thanks!

-
- Feasibility of more book sales, Santa Clara vs. Sunnyvale, room or place set up for sale?
 - Make bookmobile stop or put a drop off box or drive thru
 - More time on Internet, make it go 90 minutes, keep kids to their time
 - Have more videos or cds on sale, more on the book table
 - Change card catalog computers to Internet, cut down on lines, ok?
 - More security, love them walking around and helping people; have a front door security person, like Costco type.
-

1. Make it accessible 24 hours a day 365 days a year.
 2. All DVD and video rentals are free.
 3. Email library overdue and request notices.
 4. Shorten Library Card #. I think only the last 7 digits are unique so why should we have to type in 14 digits?
 5. Library card number can be used for accessing other city services on the web, e.g. class registration, business license, utility bills etc.
-

Provide free WIFI connection to all library users for them to connect using Laptops inside and outside the library

1) Fine tune circulation check in procedures. MANY times books have been turned in and are not scanned correctly. They have somehow made it from the lobby drop off or the outside bins into their rightful place in the stacks without being checked in, or worse, they end up completely missing in the system even though the borrower diligently returned the material. The only suggestion from circulation workers to avoid this is to stand in line and ask the worker to hand scan each book. Sometimes lines make this highly inconvenient, and the worker is not at all pleased with the request to scan a large stack of books.

2) Encourage all reference staff (both children's and adult's sections) to have a more customer service mindset. Some are like this, but there are particular librarians whose tone and response to an inquiry is very "put offish," as if they are annoyed that someone would have the audacity or stupidity to make such a request. Others can be efficiently helpful but seem more comfortable sitting at their desk in front of the computer screen rather than engaging the public.

3) For anything related to children (collections, programming, staff morale, physical layout), look to the Mountain View Library as an example of what Sunnyvale could become.

4) Develop parent/tot reading programs specifically aimed at lower-income Spanish speaking preschoolers, hire a dynamic bilingual storyteller/teacher to lead these, and take these programs into the community. Without such early literary introduction, many of these toddlers will become the Sunnyvale elementary and then the middle and high school students who fail in formal schooling, detest reading, and visit a library solely for its DVD or social offerings--if that.

1. Expanded Children's Area:

- larger restrooms, including change tables for babies/toddlers.
- more reading tables or cozy couches/loveseats for parents and children, separate play/activity area for younger children (or separate room)
- incorporation of children's multimedia resources into the children's area (DVDs, CDs, tape cassettes, etc.)
- chinese and spanish language reading/children's program.
- small cafe/eating area for adults and children. Possible?

2. Separate computer room for adults to reduce congestion in high traffic areas/lobby of the library.

3. Separate reading areas from library stacks. Current library has too many "dark/remote" corners - sometimes feels a little creepy to look for a book in the stacks and see someone sleeping in the corner (I know that the Sunnyvale library has its fair share of street people. Not much you can do about that, but at least everyone reading/sleeping would be in the same area for better supervision).

4. More self check-out terminals.

That's it for now for my shopping list! Many thanks for your consideration.

I'm a Sunnyvale native with a good +35 years of the City library use so I felt I should send some of my thought and comments having missed the Sunnyvale Library of the Future meeting in July. I start with some bigger thoughts then I end with a few niggling details that could be addressed before any big remodelling.

Progress in Library Design:

Compared to the current string of new libraries (ie. San Jose, Santa Clara and Mountain View), Sunnyvale will always be out of sync with the latest technologies and developments in library design. Being the first will lead to being obsolete the first too. The same thing happened with cable TV in the early 70's.

Two main library design factors I see as much advanced since Sunnyvale Library last remodeled are building space and internet/information access. Any new library will by default leap frog to the next level so I'm sure any new remodel will be impressive. No new input from me is needed here.

Location:

The present library could as well be in any suburban dental office complex, there is little connection with the adjacent offices except some open space in front and around some of the reading room windows. Ideally a library would be located in heart of some community space such as a park or downtown.

Just the present Sunnyvale Community Center has a pleasant outdoor space. I would like the pond and fountain as a focus for a new library. It provides in nice weather places for walking or reading and at all times potential viewing from inside the library with the right building layout.

A downtown library could be an civic anchor but if there is restricted parking, difficult access and limited space it would defeat the move. Mountain View had the luxury of a much larger downtown area to integrate it's library as just one of many public community and commercial features.

Gripes (uh-oh)

My gripes are issues that seem to happen mostly or only at Sunnyvale compared to it's neighboring libraries. I'm writing this from the Santa Clara Library August 2005 so it's a striking and immediate comparison. Facility size exaggerates some of my complaints but the attitude among those involved seems to treat the library more as a bus station than a quiet meeting and study place.

- Families using the library as substitute day care for unruly kids.
- Homeless smelling up reading areas and major routes of access. There is some attraction to the corner chairs.
- Rude packs of students talking casually among themselves and on cell phones oblivious to where they are.
- Pretty much any cell phone use compared to the policies of the newer libraries.

For all concerned hopefully more constant policing isn't needed to improve the library environment but the setting itself helps induce better behavior.

Thank you for allowing me to vent and dream. Best wishes with future plans, I will be eager for Sunnyvale's 21st century Library.

My suggestion is to coop with Jamba Juice or Starbucks(sound proof the area) to make the library a hangout. "Come hang out and check a book out". Have book reading contests, poetry/writing jams(ie sharing times/open mike). Coop with oral history groups to schedule them at open mike times.

Hi ,

I'm a lover of Sunnyvale Library and the city. Some reason the city gone down a lot, same with the Library. I'm wondering , why cann't we take help from Big tech companies in the City , Like Mountain View Does.?

Its very unfortunate to see videos are charged like competing to Blockbuster. I wish if you folks take a look at Mountain View Library and their fund rising techniques, that will help a lot for Our City.

THIS LIBRARY SHOULD MAKE IT SPECIAL AND UNIQUE, AS HEART OF SILICON VALLY, WE HAVE SOME SPECIAL FEATURE 'PATENT SEARCH '.

ENCOURAGE THE RESIDENTS WITH CONFIDENCE THAN THE DIEING TONE.

Also , can host cultural programs from different cultures like 'San Jose Opera' , recently staged.

I like to see a wonderful growth in our Library.

Thank you for making it so easy to offer ideas!

Here are some to consider.....

Re-create the Children's section to a comfortable and welcoming place for parents/caregivers to read to children; some nooks and crannies or rocking chairs or a few overstuffed chairs; more open space between the stacks too. Some stuffed animals here and there and some children's art work too; visually appealing motifs that bring storybook characters to life. Add some quiet activities to engage small children. Hickleebee's bookstore in Willow Glen and the Wonder Cabinet at the SJ Children's Discovery Museum draw you in and create excitement about learning and reading. Add a check-out station in the children's section.

Add some meeting/conference rooms and an acoustically-engineered room for events, book readings, book clubs and family-night out at the movies types of gatherings.

Take over some of the grass on the Olive Avenue side of the library and create a "great room" with an area for board games that can be checked in and out and more places to sit and read. Make sure there are lots of windows for bringing in natural light and native plants to see and enjoy.

Re-create the library website with more interfaces that are graphically pleasing...with fewer words to wade through....more color and artistic impression. Consider adding book reviews written by library staff and/or the community-at-large.

For school age children, consider creating on-line resource that links school curriculum to library and other resources. Is there a way to "connect" or interface the library offerings at each public school with the city library system so each can be fully leveraged to benefit students? Perhaps a forum is needed to explore the idea.

Partner with a local restaurant... like Country Gourmet or Cafe Michele...to bring a limited-item cafe nearby with outdoor seating and an events bulletin board....perhaps a shared outdoor area?

You've heard it before, internet access would be by far the most useful addition to the Sunnyvale Library. This could be in the form of wireless. or you could install jacks at the carrels along the walls, or both. What would really set you apart would be if you set up a wireless access point that covers the outside around the front entrance. That way people could simply come to the front courtyard to check email, etc. and not fill up the library if that is all they wish to do. With the better equipment, a person in the nearer parking spaces could stay in his or her car! To me, this is similar in concept to the outdoor book drop-off. Good Luck!

A coffee kiosk at the library would provide a nice extra for the patrons while bringing in extra funds for the library; profits would go back into the library budget, making a coffee kiosk a non-profit entity.

Please provide Hoover's Profiles as one of your online databases.
Please provide eMarketer as one of your online databases.
Please provide Delphion as one of your online databases.

I would be willing to pay extra per year for an "enhanced" library card that provided access to these. This could probably be an addition source of revenue for the Library.

11-12-05

First of all I already took the time to write out my suggestions in an email to your webmaster, but in order to do so it asked for all this technical info which I did not know and so I lost my whole letter. How frustrating.

I would like to suggest you visit the computer room at the Santa Clara City Library on Homestead Rd. Their system is simpler and more convenient to use. Also, their chairs are ergonomic. Your chairs have cheap padding that one sinks into, so that I am way too low for typing and my legs are resting uncomfortably on the wooden frame.

They just seem to really have thought out their system. I hope you will be able and willing to learn from their successes, for the benefit of your patrons.

Thank you.

12-16-05

drive thru return slot

12-22-05

First of all I would like to say I enjoy the library a lot and I am glad we have such a wonderful resource available to us. My points would be:

Could you place the barcode sticker on a different location on the book/dvd/cd, because it covers the review of the book on the back and we can't read half of it.

Could you have more sitting space in the children's section for the kids? Like a larger table and lots of little chairs around it or more tables with chairs?

Thanks.

12-29-05

Still waiting for wireless LAN... It is a simple matter. Other libraries, even East Palo Alto, already have it. This is more like "Library of the PRESENT".

I am driving from my home in Sunnyvale, less than 2 miles from Sunnyvale Library, to these other libraries because the library located in the heart of Silicon Valley has not installed WiFi.

1-6-06

Please let members keep the not new release feature film DVDs for a week instead of 3 days.

2-8-06

Receive collections at my convenience

2-14-06

I think the Sunnyvale Public Library should provide WLAN Internet access. It is a great place to study, and I have been going there since elementary school. Even as a graduate student, i see that a lot more research is being done online, and would love to see the library as more resourceful and accessible to patrons. It would help to eliminate waiting for computer stations, and less of a hardware need on the library's part.

6-26-06

I would like to see more books displayed with covers fully visible. I think a book is more inviting when you can see the cover and title, especially for young children who you want to be excited about discovering new books.

7-21-06

A comfortable cozy safe place to snuggle up and read a book or magazine. The fireplace at the Sunnyvale Library and the relatively low ceiling provides a great environment that is sorely missed when visiting other local libraries in the area, especially the newer libraries; with the exception of the Saratoga library. Now that is a fine library!

7-29-06

Wireless internet connectivity in the library would help to benefit patrons by providing more available resources.

8-4-06

I've been coming to the sunnyvale library for quite some time about 20 or so years. I've never had any complaints or issues that I thought should be addressed until just recently. One of the reason I enjoyed coming to this library was because of the enormous dvd selection you had for checking out and renting. When you made all movies to be rented free of charge and a longer check out periods, I was very thrilled, excited and just couldn't wait so see all the great movies that I haven't seen. That excited soon vanished, the reason why? Well every time I come to the library I go to look at the movies and all I see is empty shelves and maybe about 30-40 dvd's of movies I have no interest in. Yeah it's great to check out movies for free when there's a movie to rent but since the no fee for renting went into affect there's never anything to rent. Personally I liked it when you had a fee and shorter check-out time because it gave people more of a chance to be able to check-out and see the movies. everyone loves to have things for free but if there's hardly anything available it takes the fun out! All in all I still love and enjoy coming to the sunnyvale library!

8-5-06

Meeting Room Space that is big enough to hold a meeting of 10-20 people, with capabilities to connect to High Speed Internet and Audio Visual equipment that is available at low or no cost to the library card holders.

8-10-06

The library of the future needs to be a place where people go (as opposed to a box on your desk) to interact with other people, as well as information. Where there are reading programs to encourage children and adults to read, hopefully together, to discuss books, to be introduced to things they might not have sought on their own--such as opera. It needs to be a place where children love to go, a place where all adults can go and know they are welcome, a place where seniors (and mothers of small children) can go for free on a hot day and know there will be something to do, a clean restroom, a drinking fountain--and no time limit. The library of the future should be the most welcoming, nurturing, exciting place in town.

8-22-06

Maybe by re-modelling the Library would help bring in customers. I think if you guys made the Library Futuristic looking, more people would come. I know I would.

8-31-06

Move the library!

The City Clerk needs 70K sq. ft.

The Library is 70K.

Give the library building to the City Clerk and move the library to the Town Center Mall.

It will be good for the city and good for the library.

Create a university size library to rival any!

The library will have plenty of parking and shopping nearby which will be a great convenience to the citizens and provide the 1% sales tax for the city.

We could create a University atmosphere giving the former university attendees a place to come to and feel happy.

If this were done in a Zero Energy Development like BedZed in England all the better.

We could attract the people of the future with our own solar innovation and design.

With all the people who are working on their computers at home the library could be the central attraction to a new culture forging ahead in this new millennium.

A lasting culture of learning could be established.

Hi Deborah,

With the city buying the mall from the failed developer; now would be the time to allocate the land for a library. Call Bob Paternoster in Community Development!

We don't need more drinking establishments. Murphy Ave. is great for that.

We need a beautiful attraction for the Downtown. We are not near any major interstate highways so we need to give people a reason to come.

A salubrious environment with learning at its center has been a mainstay for many civilizations.

Traditional learning coupled with futuristic innovation in design is a major attraction.

We could teach the world new designs.

There are kids growing and wanting to learn since time began. Me too!

<http://sunnyvale.ca.gov/News+Releases/2006+News+Releases/08-09.htm>

The Santa Clara City Library on Homestead near Kifer is a very nice library.

www.library.ci.santa-clara.ca.us/about-the-library/locations.html

(copy and paste link)

I really like your library idea. On account of the children's section, that would add an attraction for parents with kids to the downtown. Fantastic idea.

WAW THAT IS GREAT NEWS

the FOLKS CAN WALK TO LIB

CITY WOULD LOVE IT

Especially the international section for senior citizens of the whole area

They can walk to Lib and enjoy their golden life in the Valley

9-2-06

Basing on your resources, try to provide study rooms for teenagers and for valued group discussions. It's easy to share knowledge through group discussions and they can also have some privacy. Most of new libraries are provide study rooms, but you may need resources like funding etc.

9-3-06

When I learned in the past that our library was financially strained, I was surprised to see the large section of non-English materials. That did not make any sense to me. Why would the library waste money on people who do not make the effort to learn the local language? So for the future, I suggest that all purchases be relegated to our native language, English.

9-4-06

Have more Books on CDs so they can be listened to in your car.

9-6-06

Sorry cannot attend. Current "wish" - separate new feature DVDs as you do new books. I'd have no problem going back to \$1.50/3 day on the new features. Too time consuming to wade through ALL the DVDs to maybe find a new one. Worked before when you charged for all.

Thanks and good progress with Library of the Future"

9-6-06

We hope the the library will remain where it is. It is very convenient to stop there when we are shopping. (Trader Joe's, Target, etc.) Also, please keep J. Seward Johnson's wonderful statue "Out to Lunch" in front of the library and hopefully in the same position with the wall behind it. Kids and adults adore that statue. How many times have I seen someone trying to read his book? Even in the newspaper article, it is a picture of the statue that is used to represent the library. Thanks for considering these words.

9-6-06

If you want to know what Sunnyvale needs, take a look at the Santa Clara and Cupertino Libraries. Even though the Sunnyvale Library is closer, I find that the Cupertino library has everything that meets my needs - a large, well designed outdoor area where kids can play without too much concern for traffic, a coffee shop attached, a large indoor space with a separate children's area that has lots of space to actually bring kids, and lots of rooms and conference areas for those who do not want noise. Many computer terminals (i have yet to see them all used at once). More than ample parking. And now it has a couple restaurants within walking distance.

Also, being a county library has the ability to access more books. The county library system allows you to use the computer at home to request a book, and it's filed and easy to find once you get there (whereas Sunnyvale won't pull books for you unless they're on hold).

Thanks for listening.

Dear Committee,

I am delighted to hear that Sunnyvale will address its library needs. While I can not attend the forum, I would like to provide my input. I have two things to convey,.

First, I like to apporoximate location of the library where it is.

Second, I think the greatest need is the collection itself. Having used (or tried) the library many,many times, I have been discouraged by the lack of appropriate books.

I found the collection for very young children to be adequate (not great), but once my children were in about 3rd grade it was no longer adequate to support their school projects. The adult collection of fiction, non-fiction and reference material usually did not meet my own personal needs. I found a supply of aged classic fictional works, but not newer titles, the non-fiction and reference section almost never met my needs. We simply do not have the books! However, I did find many,many volumes of books that were outdated, out of vogue, and inadequate.

I have no complaints about the parking, the staff, the physical surroundings, the computers, the fines, the policies, the hours, etc.

I hope you take my input for the positive value I wish it to have.

9-8-06

I think there should be rooms for book groups to meet. I would love to see the library hooked into the Santa Clara County system. Now if I want books from that system, I must get a library card somewhere else. Also, in the children's section, I would like to see the books listed by AR (accelerated reader) levels. It would be great if my kids knew a book was on the AR list and its level.

9-8-06

The first question I would ask is:

Is there a future for libraries as we have known them in the past?

My answer would be unlikely. This because they are being challenged by technology in every way possible. Libraries will have to expand their functions to include things that are either not available or new and need a home requiring human interaction.

A few of the things that are or will be challenged by technology:

Hard cover books will increase in costs while usage will decline. On line digital books or downloadable copies will become more cost efficient and purchase or rental will be electronic.

Research should be an important factor, but again online research is available from our home or laptop computers.

This might out step human library assistance, but libraries may be able to offer online research sources that would be beyond the average population financial resources.

What else is left?

Perhaps the most reasonable library functions would be the personal touch in training or education and social activities relating to reading, science, learning, life and the arts such as, writing, music, theater, drawing, painting%2, etc. and anything related to knowledge or social learning experiences. Possibly they may overlap in the areas of museum, art gallery, dance, lecture, etc.

9-8-06

Any chance of bring back the drive-by book return bin? You used to have one and it was taken away. It could be put in a different place then it was before so as not to cause a traffic congestion problem.

9-9-06

We could do so much more with what we have if it really was the SUNNYVALE library. PLEASE restrict library cards to people who show proof of residence in Sunnyvale. That's not too much to ask of the SUNNYVALE Library. As a lifelong resident since 1949, I don't feel it's fair to have to compete with people from all of the surrounding communities for the services of my city library. We ACTUAL residents shouldn't be subsidizing people who live in other cities.

9-9-06

As a Sunnyvale resident, I would love it if our library was part of the Santa Clara County Library system. I read a great deal, plus utilize media offerings, and I appreciate the ability to research titles on line in all of the county's branches, then request to have them brought to the branch closest to me. I end up picking up books in Cupertino or Los Altos, If Sunnyvale's library were an affiliate, it would greatly expand the availability of materials for our city's residents.

September 13, 2006

She also mentioned that her concerns would be in stabilizing the temperature and noise, and upgrading restroom facilities whether it be in a new or remodeled building.

9-11-06

1. set up wireless internet
 2. free lockers
 3. Keep the old library but expand it at the same location.
 4. more children's programs
 5. more children's DVD
-

9-18-06

Anonymous feedback card submitted to Library Administration:

- "1. In the future, more people will be using public Outreach to get places like the Library. Maybe a drive-through drop for video's and books like at the Tully Library in San Jose, CA.
2. For those who cannot take time to get out of Outreach: possible "Call & Haul" drive by window, where you could by the same trip get new features, books, etc. for the handicapped."
-

9-20-06

I had a call from a member of the Sunnyvale Art Club this morning. She is unable to attend the Forum, but her suggestion is that the Library make available more room to display local art on a rotating basis in the future.

9-20-06

Just fell upon your site re S'vale Library and at this time I only have 2 small suggestions:

1) Keeping in mind that the library is very concerned about privacy, would you please (optionally) remove a patron's names from the library receipt that you issue. It's a concern. And thank for already removing our private information from displaying on the self check-out machines.

2) Regarding DVD feature movie lending policy:

I know you've been struggling to find an effective DVD movie policy, and I'm glad to see you made some changes a few months ago, but you tipped the scale by doing so: there isn't enough of a selection anymore and what there is available most of the time, is usually not worth watching. I think it's wonderful that you decided against charging a fee (I never thought that was a good idea for a public library to do); and I think it's great that you extended the loan period to a week. So, if I may make a suggestion --- that you reduce the NUMBER of DVD's a patron can have out on loan from "6" to "3". I think that might increase the library's available shelf selection with little inconvenience to most people and 3 movies a week seems more than reasonable. If anyone wants to and has the time to watch more than 3 movies a week, they surely must have the time to make a trip to the library to return and restock 3 more if necessary.

Thanks for listening.
Keep up the good work

9-20-06

Sunnyvale's library has really gone downhill.

You have to stand in a long line to get the last 3 months of Sunday's newspaper to browse. Same long line just to look at yesterday's newspaper. Librarians have the space to store at least the last week or 2 of old newspapers behind the flip up shelves they already have, but this is job security for librarians. They could also have the last 2 or 3 years of magazines out for browsing instead of making you stand in line. A lot of times you just want to browse

and don't know the dates of the magazine you want to look at. They really need to get rid of the head librarian and have the library run by users, instead.

The library is small and crowded. It would be nice to have chairs with more space. Some people who don't bathe cause a whole section of chairs to be evacuated.

9-20-06

I would like to have an inviting, pleasant climate-controlled basement under the Library of the future.. My experience indicates we could use one or more meeting rooms. At least one should be large enough to be divided into 2, 3, or 4 smaller rooms. Should dressing rooms be adjacent to a large meeting room?

9-20-06

netbooks: provide a delivery service and web ordering analogous to Netflix, with users having the right to have as many as (say) 3 books out at any given time, with no due date but with no further books until the books out are returned. This will help folks who can't come to the library to get books, provide a revenue stream (no reason to do this for free though shouldn't be unduly expensive) and increase use of the library's store of books. Could be started with modest investment since you already have the books and most of the needed tracking system.

9-20-06

Ideas:

A drive through lane for book return drop off.

A computer lab with 50 computers and a supervising librarian available.

Multi-language materials should be limited. English is our main language in the United States. Cost savings.

Eliminate all Hollywood movies. Education format material only.

The library should house a small auditorium for stage programs, author series. Seating capacity 100-150. Could also be a meeting room.

A modern bookmobile is needed as an outreach source for the elderly and for patrons in outlying areas. Our current library is not centrally located.

There should be a FOL book sale in the library staffed by FOL volunteers.

Reading rooms should be comfortably furnished.

A small café adjacent to the reference desk should provide some drinks and snacks. Vendor operated.

Internal virtual branch for 24/7 easy access by computer.

The Children's Room should have a mural wall and contain 10 or more tables and chairs. If possible it should be skylight lit.

The Study Room should have computers for rapid data and catalog access. The computer should have dictionary and encyclopedia software installed.

Programs will include authors, local trades and professional people, ethnic exposure, puppet, magic and craft demonstrations. Presentations by trades and professional people may help teens decide on a career path.

9-21-06

Hi Deborah

I was unable to attend the "Community Forum on the Sunnyvale Library of the Future". I have one main request for the Library of the Future, open Internet access.

I would like to see every Computer at the Library available for Internet use. I would also like to be able to view the Internet without having to log-on, or have a 15 min or 1 hr restriction.

The Library and Internet are both great resources for information and should be equally accessible without restrictions. Would you have a Library where every one had to sign-in before entering and could only stay for 15 min

or an hour and every thing you looked at was recorded and possibly misused used or misinterpreted by covert out of control Governmental Organizations.

Library and Internet use should have the same level of privacy protection, I shouldn't have to worry how a book or Web page I read can somehow be taken out of context and used against me in the future.

Thanks

THANKS for the opportunity to share thoughts and ideas - here is my wish list:

Main focus is ON SITE location of Friends of the Library activities.

The Friends provide a significant source of funds for many programs and these can expand as the Friends are more easily and efficiently able to process the donated books for resale.

These include donation acceptance, sorting, boxing and storage) and book sales (large sale sales 3-6 X per year for all categories of used books, and smaller IN HOUSE Book Store area of current , like new books.)

---A basement is suggested for the sorting and storage area rather than on main floor as basements are lower cost than adding a second story and do not increase the footprint of the building. Another solution might be to copy Mountain View Lib. and locate the Friends' area near the large garage for the Bookmobile (if you get one). this way books can be sorted and stored near where the book sale is held, and the large - garage/book sale area can serve double duty while also getting our book sales OUT of the weather. Basic suggestions:

1. Book sales area near main entrance in highest traffic flow area
2. Integrate book sales with coffee/snack sales area - possibly with outdoor seating area (security?) enclosed.
3. Full time (when open) cashier/worker (volunteer/paid?) to monitor book sales/snack area will also box donated books
4. cashier can do initial separation of general sales vs Book Store quality books.
5. Provide method (moving screen) to secure book sales/food area from general library when not manned.
6. Drive up book drop for donations Even walk up drop slot would be better solution to problem of unsupervised drop room or library personel handling –allows day/night drop.
7. Donation area accessible to “cashier/worker” in book sales area so they can box books
8. Shelves for empty boxes, supplies, food, waiting sale books
9. Counter for cash register, display case, storage underneath
10. use local merchants, restaurants, vendors for variety of food choices - plan on only PAPER waste - no plastics - pick food accordingly.
11. Book cases to display books for sale like marketplace, different sizes, subjects, separated children's area
12. Chairs and tables (outside of secure area) on tiled floor, for eating/reading so only food/book sale area will be secured and tables remain available at all times for use. may include internet station wall and links to library catalog.
12. try to locate book sale/food area near at least one meeting room for small group use.
13. NEED Elevator to move books to downstairs sorting area
14. Stairs/ramp to access downstairs work area if elevator not working – ramp would allow movement of books on hand trucks, stairs would not – can be on any side of building

15. Private/secure door to allow access to downstairs work area/book sales area separate from main library (security curtain locks from both sides)

16. Display area on back of wall separating book sales area for special books, art work, special notices and displays (changing themes - seasonal, subjects)

DOWNSTAIRS WORK AREA:

1. Assume that we use downstairs room for storage of processed books ready for sale – books will be sorted then moved storage stacks as t Raynor Center to await sale

2. Bathroom! – IF ACCESS TO SORTING AND STORAGE AREA CAN BE 24/7 (BECAUSE AREA IS SECURED SPEARATE FROM LIBRARY) we wouds need our own bathroom. if access is only to be allowed during lib. hours, bathroom not necessary.

If Friends decide to sell books on internet and it is more likely than not:

3. Screening area for internet scanner for books

4. Computer area with multiple monitors/keyboards/printer – adjacent shelves

5.Postage, mailing area with storage for supplies, cutting board area waste height, mail waiting area

6.Ongoing processing area – counter, boxes, supply storage

7. Storage area for Christmas/Holiday books (since we sell them in the library)

8. Storage area (numerical) for internet listed books

9. Rest area (in corner) for workers with table/booth, refrigerator for drinks, cabinets for food, sink for washing up , under counter storage, mailboxes for officers, bulletin board, - could be used for board meetings, center for worker signups, special book handling activities. etc

10. storage area for book sale materials

11. Windows/light well around building base or along one side to allow for natural light

12.Possible outside covered stair well/ ramp and entrance to lower work area – secure from rest of library - for entry outside of lib. hours.

13. any large meeting room can be use upstairs for book sales area - flexible screened rooms that can be enlarged are ideal as each sale requires differenr amont of space for book display . also easier to monitor patron activity and traffic flow.

thanks for this chance to dream about the future.

--

Posted by Anonymous to [Sunnyvale's Library of the Future](#) at 9/21/2006 08:04:05 PM

9-23-06

I recently visited the newly completed San Mateo library and thought it was beautiful. I would love to Sunnyvale have such a library. It was the perfect mix of style and function: lots of natural light, many places to study or read quietly as well rooms and tables for group study or meetings. My main concern for a new Sunnyvale library is that it be large enough to accomodate all who want to use it, as well as be welcoming..

9-23-06

Put a second story on the existing structure. Upgrade all heating and air. Build it green!

Services - offer meeting space for non profit/community groups.

9-23-06

I'm not sure if this is the correct place for my suggestion, but after being in the children's reading room (where the read alouds take place) I was thinking that the room could use some colorful decor. A suggestion might be to have children's art work hanging up or some child friendly posters/ banners or even pictures of children reading.

9-23-06

Allowing children to be at the library would be good

9-25-06

Sorry I had to leave the Sunday 3-5 focus group early.

-Library needs to be a gathering place, important function for stay at home mom. A destination that doesn't necessarily involve spending money. Many moms from elsewhere, and a place to be around other people important. Areas where people could "be" as a social activity - people watch, etc. Cafe, story times, plays, meeting rooms. Right now, biggest local destinations are Target and Borders. But again, shopping becomes the social activity. Might be hard to do all the time on one income.

Thx!

9-25-06

Sam and Rob,

I was in the last session you held on Sunday. Sorry I skipped out just moments before the session ended. En route home I thought of one other thing that I thought couldn't hurt to just mention. I would like to see bike racks at the library.

Thanks for an interesting and informative session.

9-28-06

Of course its over the top! Look-up! A Mini-Monorail to start at the Train Station going around the Plaza to the Mozart Development, continuing to the Parking area with stops between McKinley & Iowa and stopping at Sunnyvale Rd. & Iowa where it continues to the parking area on Washington & Murphy and back to the train station; A Disneyland experience!

The shops are actually connected to the parking garage areas for easy store access with windows visible from both sides helping the Public Safety Dept. by letting the people police themselves! And they're clean and feel clean too, not just concrete. Sunlight and high non-claustrophobic ceilings with lookout spots to just feel a breeze. The garages are actually filled with sculptures and places to sit with little vignettes of design and they're landscaped inside. Such a beautiful transition! People even meet to play their guitars because of the acoustics.

People go to Costco for their weekly supply but here in Sunnyvale you can come and be a part of the new Millennium; a Space Age and Solar Age Exposition of wonder. Teamed up with NASA and Intel and AMD and Westinghouse and National Semi-Conductor and Applied Material and Broadcom and Palm and Yahoo and Home Depot and Costco to form this World's Fair, Smithsonian Experience, a never ending learning and shopping experience with a new University/Universe City Library as the epicenter.

This will attract the intelligent employees they need.

A place where you can have a religious service and a drink with a friend. A healthy atmosphere!

A family dinner and a dance at the nightclub. And down the street, a Natural Food Store.

What joy the people have! There are baseball hitting areas and driving ranges for husband's who are bored to death with the shopping. So much shopping!

Shuffleboard and ping pong, three point shooting contests in the Sports area with a Robotic contest next weekend. There's quilting, and pottery, and all kind of shops and food.

Very fun swayed!

I forgot to mention that the Mall and the parking garages have sun tunnels reducing electrical costs. And an array of solar panels on every roof, and a wind turbine on the Mozart Office Plaza, which powers the mini-monorail and all the escalators and lighting. PG&E will rent the space like the wireless phone companies do for their antennae on top of buildings.

And there are wash down hoses for the maintenance crew with a small water recycling station with metal and plastic recycling. Goods and waste are moved through the basements and tunnels in a whole mall shipping area with easy in/out road access.

There are water fountains with really cool fish.

There is a bike & rollerblade path.

The living spaces have terrace gardens and south facing greenhouse windows to collect passive solar, as well as solar panels that feed the power grid.

You should see how the little babies point to the very functional mini-monorail as it goes around. "See! See!", they say, and the adults watch their glee and smile as it goes around like a Christmas train set. (Maybe that's a little over the top!)

The oversized buses that can't fit in one lane downtown have been replaced with large van type ones without diesel air pollution. Working to move cleanly and efficiently on a computerized traffic system.

The developers work with property owners and the city in the surrounding area looking out for and considering everyone and putting the profit margin second, because in the long term that's what really profits. It's about people. It's a lifestyle experience!

Oh yeah, the Art! The Sun in Sunnyvale creates the Art through prisms located in strategic spots to splash color on walls throughout. There is a central arch made of crystals. It celebrates the holiday season shining out and in and it changes during the year as the seasons change.

This isn't a mall. It's a masterpiece!

9-27-06

Sam,

Sorry I had to leave the focus group early. I did want to add one point brought up initially by Andrea. I do

disagree with her about books in other languages for several reasons. I lived overseas in Germany and Sweden. I learned enough German and Swedish to converse and to listen to TV and radio. However, I couldn't read books in those languages. I am sure there are residents of Sunnyvale who are in the same boat.

Others, with better multilingual abilities, would prefer to read some things in the original language. People in both categories also pay taxes.

As far as low-income Hispanics are concerned, several reasons keep them from using the library. The first is hours of operation. If people work several jobs, it is hard to get to it when it is open. Second, as I mentioned at the meeting, transportation is expensive considering round trip bus fares for a family. Third, for limited English speaking families, there is the embarrassment factor, compounded if the parents had limited education in their country of origin. Have Spanish language or "bilingual" books would enable the children to learn and to help the parents as well. And there are many bilingual high school students who need volunteer hours that could help after school or on weekends with bilingual parent-child programs.

Thanks for the opportunity to participate in the planning.

10-1-06

Features Suggested by ACA Committee to Consider in Future Library Plans:

- Wheel chair access for checking out materials, low counters or furniture.
- Good signage for elevators, large print areas, wheel chair access counters, computers with wheelchair access and other special features for ADA.
- Restroom accommodations with assisted bathroom power door in for wheelchair access. Also for restrooms, lever handles for doors, that can be operated with a closed fist and under 5 pounds of pressure; no latches for restroom doors, only levers. U-shaped metal handles on doors, so a person with a mouthstick can use.
- Keep people with physical limitations in mind during planning.

The Committee was asked to send other concerns for future library accommodations to the Library of the Future website within the next couple weeks.

10-1-06

I think the library should be a community educational center. I like the idea of educational programs for kids. Like reading programs and the online tutoring program. I also enjoy getting the educational videos like Baby Einstein series. I haven't made it to the evening programs like excerpts from the operas, but I would be interested in trying to make the next one.



ANDERSON BRULÉ ARCHITECTS

SUNNYVALE LIBRARY OF THE FUTURE
Focus Group Meeting

MEETING DATE:	September 21, 2006	REGARDING:	Meeting Agenda
MEETING TIME:	11:00 a.m. to 1:00 p.m.	ABA PROJECT #:	06.0707.0
LOCATION:	Sunnyvale Library Program Room, 665 W. Olive Ave.		
ATTENDEES	Angelique Wilson Nancy Tivol Chris McDonnell Troy Lee Craig Haggart Esther Weber Andrea Galvacs Barbara Evatp Therri Velseo Rob Cameron, ABA Sam McBane Mulford, ABA		
CONTEXT:	As part of our planning process, we are reaching out to the community to help us better understand library service needs both today and in the future.		
PURPOSE:	□ solicit input on current and future library service needs from library users		
INTENDED RESULTS:	□ to understand this group's perspective on the current state and the future of library services in Sunnyvale		

AGENDA ITEMS

I. Introduction / Agenda Review

- A. Introduction of Participants
1. Who do you feel you represent in the community?
 2. Do you use a Library(ies)? If so, which ones, how often and for what purpose?

Angelique works for the City of Sunnyvale (Parks and Recreation) and is a parent of a 5 year old child; currently lives in San José but her child goes to school in Sunnyvale; libraries used – SJ Vine Lynn and Sunnyvale.

Chris – volunteers at Santa Clara Library (once per week) in the ‘books for sale’ shop; people/staff at Sunnyvale not conducive for children – not friendly. Cheap prices at ‘books for sale’ shop. Doesn’t use Sunnyvale any more as doesn’t meet needs for her or daughter. DVD department seems more popular at Santa Clara – not convinced this is a good thing. When she first came to Sunnyvale Library the fiction section seemed along way away from parking facility – a long way for special access users.

Nancy - Director of Commercial Services at Sunnyvale – has lived here for 35 years, originally visited the library three times per week but now less often as children have grown up. Demographics – teens have problems obtaining resources because school library budgets are continually cut.

Barbara – Member of the Sunnyvale Rotary – has used Sunnyvale library in the past but not now – Cupertino library is her preferred choice – it has better accessibility to books as it’s a member of a shared resources pool of other libraries; less waiting lists; books on hold with no cost; lovely facility, lighter, brighter environment.

Strategies, Architecture & Interiors

Anderson Brulé Architects Inc. 325 South First Street, 4th Floor San Jose, California 95113
Tel: 408 298 1885 Fax: 408 298 1887
www.aba-arch.com

Esther – Art Club Affiliate – Library is subsidized for Art programs – interesting program of events; e.g. local “Iron Museum”. Sunnyvale Art Club holds a twice yearly Art event at Sunnyvale Library – not sponsored by City but if Library could help it would allow this type of activity to continue in the future. Free internet access was great here at Sunnyvale Library. She also used Mountain View library – as she is a volunteer there - donation book area and a volunteer that sells books. Los Altos Library (Santa Clara County Pool System) has a honor bar with cookies and tables where you can sit, Library should affiliate with different museums – when the local museums change exhibits they hold special presentations for the future exhibit at the library (musical theme, quilt museum etc). Newsletter/Bulletin is great as it’s online and keeps you current on library news.

Andrea – is a retired court interpreter (Hungarian/Spanish), uses library for books (English language), Art program at Los Altos is great. Books can be retrieved from Sunnyvale but this can take time (2 months time frame was mentioned). Displeasure and discontent at supply of resources in foreign languages – Concerned about supplying resources in other languages – small fee could cover costs of this service. Staff at Sunnyvale are very friendly & helpful.

Craig – a volunteer of Friends of the Library (FoL) and a volunteer at the library, he is a shift worker – library not available for his abnormal schedule and he has been a regular patron all his life. He has 8-10 library cards as the various libraries are not well integrated, Members of Santa Clara City/County, Stanford, Peninsula, Mountain View, Sunnyvale, Palo Alto and Cupertino - which he used the most)

Troy – is a college student, a future job-seeker, a future business leader, comes to Sunnyvale Library a lot, uses Mountain View, and if he needs to order specific books he uses San José (King Library), SJ CZ and/or CSU East Bay.

Therri – is a local citizen of Sunnyvale, is a literacy tutor and uses the central city library and mission branch library (Santa Clara County - Read) – volunteers as a tutor. Currently does not use the Sunnyvale Library.

- B. Process Overview - Envisioning the Library of the Future
 - 1. Process Participants and Outreach
 - 2. Outcome and Schedule

Q. What is project start date? – implementation plan? – this is City Council dependant, costs, budget available, scope.
Q. Is there a preliminary timeframe for the current program? – early June next year - decision from City Council.
Q. Ethnic Diversity – how can we get everyone involved? Community Forum was not fully representative of the City of Sunnyvale and Focus Groups were formed on random basis.

- C. What We Have Heard Thus Far from Sunnyvale

II. Library Services – Current and Future Needs

- A. What do you appreciate about the services you receive? What is working well?

Question was not asked at the Focus Group

- B. What would you like to be able to do or have access to at the Library, but currently cannot?

1. Kids (or anyone else) need study area where they can talk freely.
2. Better/Cheaper access – difficult to get to library for some people (\$4 round trip for each family member) – elderly access is difficult. Students also have problems accessing library, opening times, travel times and cost.
3. Technology – card file online, mandatory for kids at school, whatever technology library uses must be upgradeable.
4. Get the children to teach other users (other children/adults).
5. Kids who come here to use technology (if don’t have access at home) need to be considered – can Google, Yahoo or other local companies help out – sponsorship etc.
6. Food – should be available for everyone, as only alternative is ‘Jack n Box’. Could have vending machine with fruit, healthy food available.
7. Ethnic Diversity – Hispanic population need something for them to read when they bring their children to library.
8. Free books for kids, Spanish/English - multi-lingual resources– would help parents as well.

9. Kids volunteers – after school program for technology tutorials for younger children – but transport is a problem – transporting from school to library and then home. Children programs are currently all in the day – not helpful for working parents.
10. I would come back here if I could search for resources myself, more autonomy is needed. What library has it in stock? - so I can find it myself – ‘Links’ system can provide this service (this is on library home page).
11. We need a Grant Director – Google is working with Mountain View – what about Yahoo for Sunnyvale. A new Program Director/Manager who looks for grants, funding opportunities in the local area from businesses, knocks on doors and shakes the trees (\$\$\$\$), could also act as Student liaison.
12. Used to have study room for students but was removed at Sunnyvale, there are no teenagers on the library board.
13. Knowledge of what services/search facilities are currently available and easier access to these resources. Web site is not user friendly. Speed dependant (dial-up vs broadband) – can you download from library instead of using home dial up service.
14. Children should always have own area and be allowed to make noise, Sunnyvale has a problem as this noise spreads around the rest of the library – acoustic separation, zoning of activities for everyone to avoid conflict in use.
15. Outdoor area is not conducive for relaxing, sitting outside and reading – too much brick and current space is not well used.
16. Internet currently available but need to queue to use – Los Altos has good system (County Library system) that identifies computers that have internet by number – sign up computer is used to log in and request need – scans pin number and it tells you if any computers are available, if not then you can reserve it for later. A better booking system for internet services – this would free up time for staff to do other things. You can also just walk up to computer and use internet – when reserved it locks the computer – but this can lead to under use if no one arrives for their reservation.
17. Wireless is important but is not fully available throughout entire library. Would be nice to sit outside and use laptops.
18. Using outside space – there used to be an Annual International City Fair- why was this not kept – ‘Visioning Fair’ was mentioned/plugged – significant cuts forced the original fair to be cut. More events using outside grounds would be great.
19. More Art!!!
20. Hours of operation should be expanded – ‘dream library’ would be 4 times the size (Better collection navigation, zoning, future expansion of material) and open 24/7 – or slightly longer hours would be great.
21. Friends of Library (FoL) have 8.sq.ft for sorting books – Santa Clara have more successful FoL as they have nice space and can use library at any time – no restrictions. No sales at Library for FoL – some canopies outside and seating areas with shade would be great – we live in SUNNYvale!! Let services spill out into exterior.
22. Internet – is the modern library – all reference material – and should be a major part of library futures – would like to see a huge bank of internet terminals – machine specification is irrelevant so costs are low, no queues etc.
23. Is Sound desirable to listen to music? Download, burn, share things etc – USB would be required on the front of every machine, card reader etc. Easily accessible power points so you can charge your laptop – ‘Hot furniture’.
24. We need current technology material – resources about current technology – electronic subject books are often out of date – difficult to stock because this area is fast moving – electronic version – can Google help?
25. City of San José has good internet sharing system – input from University is important.
26. VTA (Bus network) sucks – doubles time to get to destination. Direct routes to LoF?
27. The Library currently locks its USB Drives – not everyone knows what a jump drive is or how to use USB etc.
28. Program Director – in charge of PR for existing programs, student liaison, expanded outreach, ‘shaking money from trees’ – there is a lot of \$\$\$ out there - especially in Silicon Valley.
29. Better vendor management, café/food franchises – they pay library to use facility – potential revenue stream. Can stay open later than library and has separate entrance/facility. Sunnyvale is the only local library that stays open till 9pm on Sunday and evenings.
30. More communications with schools and universities – library should get resources prior to start of curriculums and school programs.
31. Charge ‘for-profit’ organizations to use community rooms and meeting rooms. Non-profit should be free – separate access to these meetings room would allow use after library is closed. Better management of existing services.
32. Main walkway into the library – have to walk through smoking area (health issue for kids and adults) – minimum smoking 20ft from building – smoking area should not be on main access route into library – could be located in less used access point.

33. More convenience - drop off books at any library – concerned about getting fines if I do this (is this service currently available). It is not clear what policy/rules are.
34. Concessions would be great for kids, difficult if children get hungry. Teen coordination could provide this type of volunteering service.
35. More duplicate material – more popular resources.
36. Not kid friendly – shelves are fine but no color, vibrant, more interactive, play areas, kids furniture. Kids want to check out own books – they are very independent, my child has own library card but scanner is not child friendly.
37. Library is very program orientated – new ideas are not being communicated properly – disconnect between High School and Middle School – if children could be pooled at the library then programs could be more supported. Libraries and Parks and Rec – join forces – more bang for your buck.
38. Neighborhood/Community Center – Columbia – City Facility – lots of partners, health, recreation services, for residents for local codes.
39. Hispanic and Asian community – don't have access here – Lawrence expressway is a big barrier – a mini branch for LoF would be great at this location.
40. Does FoL have a liaison here at the library? At Santa Clara they have a full-time staff member for FoL – not busy enough at Sunnyvale – Ebay sells of books - \$65k was recently given to library from FoL – paid for lots of children's services/programs. FoL could do a lot more. FoL need space in new library for storage, processing and sell of books.
41. No literacy program at Sunnyvale.
42. Large print books could be nearer front door – design for accessibility - why not use the meeting room.

- C. Do you have any concerns associated with the planning of a new Library? Do you feel other community needs are not being met?
- D. Describe your ideal visit to the Library in 10 years. What is the experience? What are you doing?

Dream - indoors, comfortable, sunny, lots of windows, laptop, hot furniture, download book from book club, and could do this all outside, coffee from shop, happy as a clam – bringing the comforts of home into the library.
Reality – checkout machines close to the door as possible, in and out in 10mins.

Literacy program, drive through return (used to have one) – underground conveyor to move books into library store or side of building. 2-storey library, conference room facilities, state of the art layout, universally accessible for all - more than the accessibility code – code is the minimal level of design. state of the art – high ceilings.

Items I need should be near entrance, I bring a teenager who wants to stay longer than me, so comfortable area I can wait and enjoy the time.

Easily walk in, comfy area to sit and relax, drop off child in section but still be able to see her – Child section should have books on CDs and ability to listen at library, wireless access a must, photography, craft programs, ability to sign up for programs, fun atmosphere, staff able to help. Parks and Recs in-house or working more closely with library and Community center.

Spacious, warm, lots of windows, hot tables, stacks strategically positioned to partition space, wireless, T3 hook up jacks (secure connection), computers USB enabled -(no macros or exe files allowed, no drives available apart from A and USB). Kids room would have mobiles and signs that promote books. Program Manager – working in Parks and Rec and Library – breaking down barriers – cross sell P&R program with Library programs - lots of cross selling opportunities. Students with good study habits could offer tutorials, references for students, guides for libraries for specific users/uses. 'A-grade students' training/tutoring other students. Relax in café or outside. Structure – Art could be provided by local community – display their art at library for free (rotating sculptures – through art clubs/classes – children's art from elementary schools).

Use of Cell Phones – no where to go in library – should there be spaces in a library or should everyone run outside. Copy room and bathrooms in City of SC designed for cell retreats – coverage is normally low in restrooms. Is it acceptable to have cell phones in libraries – provide space for this use or prevent users from using cells. Jamming cells could be seen as extreme. Signage to educate people to modify phones to vibrate or text message.

Needs to be lighter, more windows, natural light and space, materials used need to be light and airy, technology – more streamlined for autonomy, I don't have to wait or depend upon others, a fountain outside would be a nice focal

point for people to sit around, Lifelong use – all life changes supported by library. REI have programs – climbing half-dome etc, sports minded people would be interested in similar library programs or advertising others programs. Gallery space would be nice.

It's 1:00 am, stopping by the library after work, well defined, friends area, internet terminals, well organized fiction areas – well defined LoF – larger one-storey for access – multi-storey libraries are intimidating. Plenty of parking, solar power and green design. DVD situation – love movies, movies are part of our culture, DVDs are a good thing, for immigrant population it is a great resource they can access – to learn language/entertainment. Some limit would be better than current allowance. More material would be great – but currently rental period is too long and you can rent out too many. New releases could be charged and free for older releases.

Art from other libraries – slide presentations around library showing other art from other libraries.

III. Conclusion

- A. Action Items and Next Steps
- B. Feedback on the Session

+/ Δ

- Δ facilitator should involve everyone
- + size of group just right for discussion
- + got education about library and services
- + sharing and feeding off of information
- + to have a voice about the future
- + the fact that the Focus Group/Outreach is happening



ANDERSON BRULÉ ARCHITECTS

SUNNYVALE LIBRARY OF THE FUTURE Focus Group Meeting

MEETING DATE:	September 21, 2006	REGARDING:	Meeting Agenda
MEETING TIME:	3:00 to 5:00 p.m.	ABA PROJECT #:	06.0707.0
LOCATION:	Sunnyvale Library Program Room, 665 W. Olive Ave.		
ATTENDEES	Maria Pan Roland Wanigatunga Pam Anderson Becky Horton Silvia Martins Joe Rudnicki Wendy Prickett (left due to child) Gary Brown Valerie Torres Kathy Puryear Jeff Ainscow Danee Kristin Danielle Maddox Rob Cameron, ABA Sam McBane Mulford, ABA		
CONTEXT:	As part of our planning process, we are reaching out to the community to help us better understand library service needs both today and in the future.		
PURPOSE:	□ solicit input on current and future library service needs from library users		
INTENDED RESULTS:	□ to understand this group's perspective on the current state and the future of library services in Sunnyvale		

AGENDA ITEMS

I. Introduction / Agenda Review

- A. Introduction of Participants
 - 1. Who do you feel you represent in the community?
 - 2. Do you use a Library(ies)? If so, which ones, how often and for what purpose?

GB – works at City of Sunnyvale Park & Recreation – hasn't used the library regularly since college, has recently done a tour and joined the library yesterday – in preparation for today's Focus Group.

SM – works at City of Sunnyvale Youth & Teens (elementary, middle and teens) – moved here in June 2006, hasn't participated in library up till now but has had a tour of facility looking at collaboration opportunity with P&R.

MP – Lives in Downtown Sunnyvale, uses library printer, borrow books, research and accesses resources.

RW – previously a trustee of the library, resigned as day of meeting not suitable, still very interested in library, is a member of the rotary and some other civic/non-profits, reach out opportunities are available but currently not fully utilized. These organizations should be involved in planning LoF. He used the Library quite often – mainly for research.

PA – is a former Board of Trustees – lives close by and has 3 year old child – uses books and 'books on tape', music, pleasure reading and DVD renting, has visited most of the other libraries in the area. She is a working parent, uses the renewals and renewing from home service and frequently uses library website.

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BH – lived in Sunnyvale for 21 years, the sort of person who ‘has to have a library card’, uses the library for leisure reading, sometimes DVDs and magazines, she is a member of Friends of Library (FoL) (last 7-8 years), lives near the Maude/Matilda neighborhood area – close to an elementary school that library has worked with in the past. Also used to work as library staff in the past.

JR – is a Super-intendant of Sunnyvale Schools – occasional use of Sunnyvale Library, mostly accesses online information from Universities, visits libraries in the area primarily for leisure. Also a parent and can speak for students.

VT – Library Teacher in one of the local schools – uses library to supplement resources of school library, summer reading program, parents who live along way from school/library, liaison for the public library.

GA – lived in Sunnyvale for 35 years, president for the education foundation, wants to re-invent connection between school libraries and public libraries, his wife uses library every day. Interested in downloading books from Sunnyvale. He is a progressive thinker, futurist, thinks beyond Sunnyvale, USA, world, ‘out of the box’ thinker....

KD – works in a visual arts program for adults and children – represents pre-school, has 2 pre-school age daughters, nanny and kids use library a lot but KD does not use library for pleasure.

DM – A member of Friends of Library (FoL) in Sunnyvale and other libraries in area – member of foundation of book redistribution service – ‘The Book Project’ – charitable foundation, private individuals and libraries give donations – help out when personnel is an issue. ‘Be active in the library if you are passionate about it’ - \$80k donation from FoL last year. Dental education could be included in programs. Uses a lot of books-on-tape and popular books, popular discussions. When her son was growing up she used the library extensively for research as well as pleasure. Her son is dyslexic but they found ways of getting around library learning/usage issues – this was helped by her son approaching librarians - which most kids won’t do. Has been involved/taken part in craft & special needs groups.

KP – Connect Jobseeker worker – sends jobseekers to library for information (online and business section/resources) – jobseeker center has small library and uses Sunnyvale library a lot, she lives in Mountain View so uses that library more, but also uses Sunnyvale for personal reading (in her lunch breaks/after work) – used to buy books but now doesn’t see the need with libraries available.

Eileen – represents adults with disabilities, a member of the Mountain View Library foundation, has 2 children who have used the Sunnyvale Library, lives in Sunnyvale and is a committee member.

- B. Process Overview - Envisioning the Library of the Future
 - 1. Process Participants and Outreach
 - 2. Outcome and Schedule
- C. What We Have Heard Thus Far from Sunnyvale

II. Library Services – Current and Future Needs

- A. What do you appreciate about the services you receive? What is working well?
 - 1. Good collection and can add/obtain other resources to collection if not available.
 - 2. Access to information online is good – online catalogue
 - 3. Free internet
 - 4. Material in multiple formats – e.g. books, DVDs, books-on-tape, music CDs – 3 year olds need non-book formats
 - 5. It’s good that you can try before you buy. Books on tape when you are driving
 - 6. Programs for young children – educational/recreational that are free – trained story tellers are great.
 - 7. Community Outreach is working well – especially in schools – focused liaison – feel connected with library – Outreach to people who might not use library – everyone should be a part of the library – welcome to all – no targeted groups.
 - 8. Good building, good design, friendly atmosphere, fire place, carpets – nice place to come and sit – variety of spaces, quiet, discussion areas, meeting rooms etc.
 - 9. Very open and promotes Parks and Recs program and does promote other organizations
 - 10. Library Newsletter is great – “Between the Lines”
 - 11. Consistency and stability for the community – front entrance statue, calm and tranquil, ‘you can count on the library’ – popular destination during heat-wave.
 - 12. Library is a Patent Library
 - 13. Hanging children’s art in children’s area, good support of the arts and reading
 - 14. Outside –very welcoming open area/entrance way, the Sunnyvale statue is very popular especially for kids

15. Collection for sale is good, more foreign language, computer books, children's books 50c-\$2 price range, donate books back to library, people purchasing books are supporting library. Books as gifts for much cheaper prices than retail – cycle of support works well – other collaborative programs.
16. General atmosphere – feel very comfortable, efficient staff, always relaxing for short period, read newspaper, can't find relaxation at home – it's a retreat. Library is being used by lots of groups, lots of citizens use the library – a good cross-section of the community is well seen at the library
17. No noisy escalators – like the SJ King Library.
18. Solar panels are putting energy back into the library and community.
19. Open 7 days a week with extended hours (68 hours)

B. What would you like to be able to do or have access to at the Library, but currently cannot?\

1. Self check-out stand should be moved as it disrupts entrance – feng shui.
2. Coffee house, like Borders book store, food as well, like King Library.
3. Green space could be turned into courtyard and used to relax in – integration of exterior space
4. Bookmobile should return
5. Regional libraries throughout the area – adults use libraries after 3pm and before 3pm is mainly used by children
6. Drop off books at school and pick up books at school – for everyone.
7. Teaching children how to use searching system and 'larger' library as drawing on resources of 10 libraries instead of one. Educated people teach people how to check out a book, search for books etc
8. School IT equipment could be used to connect to library resources
9. FoL should be more integrated with library and all located on-site. Need more Friends, represent the true cross section of library users. Scope has broadened because more diverse friends of library helpers.
10. Children can access information online, programs, learning games – internet secure within library.
11. LoF – most seniors like books but most 20-30 year olds prefer screen read text?
12. I would prefer to go *through* library instead of *to* library – gateway/portal of information instead of final destination.
13. Meeting room should be hi-tech, rent out capability, audio-visual equipment.
14. Children's area – a magical space – a place children think of as all their own, quiet zones for small group discussions, community area can talk in normal voices where you can chat freely and share knowledge.
15. Zoning area – quietly reading is not likely to be available as much in future – media and information is getting more noisy – quiet space and noisy space but also in between – noisy isn't always in groups – headphones tiny background sound.
16. People moving around cause distraction and sometimes noise. Noise canceling headphones could be a potential solution. More noise from computers etc. Coffee houses are by their nature more noisy now than they used to be. Cell phones will ring!!
17. Get books out to people who can't travel to library – volunteers in the community could run this program – extended outreach.
18. Library meeting spaces, political meetings, free speeches area, the library is the voicebox of the community. Sharing school and library personnel, facilities and resources.
19. More rotating exhibit space for local artists, teen artists, culture exhibits, book making etc
20. Designated children's area – story telling but more culture base – African dance, more exposure, small stage area, religion, art, history etc.
21. Important to see other library ideas, using other examples to benchmark Sunnyvale plan - give people ideas and some see things that haven't been considered.
22. Fun inviting Public Art – Mel Chin artwork part of Santa Clara facility.
23. Sunnyvale is heart of Silicon Valley – not enough focus on technology- hi-tech business environment hasn't transferred to culture but LoF should focus on future. Art and technology are a good match. Everyone loves different things so don't disenfranchise other people, new experiences for others.
24. More help finding things to read – currently uses Borders to browse and then goes to library to loan. What were most popular books in Summer Book program. Need help in deciding the next thing to read.
25. Visibility of the various languages that are spoken in the community, signage, bi-lingual and multi-lingual books.
26. Are businesses going to be involved in development of LoF? – Absolutely – lots of support from local businesses.

C. Do you have any concerns associated with the planning of a new Library? Do you feel other community needs are not being met?

1. Location needs – this side of town is well served – other parts are not. Certain population doesn't have the access (North Sunnyvale) – maybe we should have 2 libraries north and south or a satellite library.
2. With all this planning we'll just end up with a new coat of paint and some new furniture – need a hybrid not an SUV.
3. Is there already a view that 'a library' is the solution, as opposed to a multi-libraries, pod designs, spread around the community, schools, older citizens areas. – No mandate – service model must work for Sunnyvale and must be sustainable.
4. All new buildings should be green – a leader for California.
5. City's ability to complete project due to mass of Downtown, but library staff are steady and have community interests at heart.
6. Funding – is it going to be available – how will it happen?
7. How are people being recruited – concern about outreach – are we reaching the broader community, teachers, community centers, more than just newspaper ad, drawing people in that don't use library.
8. Too broad a representation, the more people, the slower every thing gets and the more mediocre the final design will be – dilution of ideas
9. Library should be considered with planned Downtown Mall – mall, multiplex, library and city hall could all be in one place. Too many centers – need a focus – Murphy Street area could be possible location.

D. Describe your ideal visit to the Library in 10 years. What is the experience? What are you doing?

Sitting at home, I log on to my computer and visit the library from my lounge room. Cup of coffee, view a preview of a book (like on Amazon) – download the book, use my library card number as password, book is downloaded, there is a tennis meeting at the library so I decide to visit– as part of the meeting the library arranges to show the US Open Final as an introduction on a large projection screen, large white board replaces projection/tv screen and there is plenty of space. Afterwards I join another meeting where media teachers come together in Sunnyvale, structural design, synergistic classes – a place for teachers to design future subject classes as they have all the newest materials available – and to hand using cutting edge resources.

Retired, and able to use library, place that would be relaxing, lots of resources, use resources from home but use library as social gathering area (book clubs etc), bring grandchildren for different activities, the library search service sends you an email with your top 5 preferences of new books. Book clubs would pass on books to other groups etc

I'm visiting the library with my 12 year old twins – a place they would be excited to visit, comfortable, safe, un-intimidating, constant discovery, different types of things, Mom would be similarly intrigued by all the new things to do and resources to read.

Research with easy access to library resources, information from anywhere – as I am walking to the library, I run into bi-lingual neighbor who had just been at the library and had a great time. Once I arrive at the library, I meet with neighbors, view new books in a comfortable environment and visit the friends bookstore and have a coffee in the courtyard

Convenience – info when and how I need it, choice of delivery, locations, medium, 'Netflix model' – portal into library should link me to things going on and in the city, site used by community, inviting atmosphere, creating curiosity, signage, programs, a way for people with similar interests, for people to find each other.

Media rich orientated activities – kids do interactive activities – educational video games, touching, engaging, show group activities, learn about your community. Large print would be easily available, easily accessible for blind, hard of hearing etc, help out at the outreach program and support.

Visiting the library on Sunday – going with my children and their children, once arrive we split up and I break off to view a film, read newspapers, inter-generational discussion groups, listen to some music, write some text/story, view some art, spend some time in the Japanese garden, I leave with some new ideas for the week, setting my calendar after learning about all community events – overall a very rich day for everyone (from 2-100 years old)

Coming as a family and then splitting up to do different activities; elderly parents would be with her, daily challenges to reach out to community, safe place with independence, demos going on, lectures, solitude/quiet locations available and also group areas.

Busy at home, on my computer, reading and exercising – using author comparison lists, convenience, kids off to practice for sports, allows me to utilize my time and do as much as possible in time frame.

Arriving on convenient transport, parking underneath library, walk through art show into library, go to coffee shop, look at garden of native Californian plants- maintained by local horticultural society, and take a class in water friendly plants, view local restaurant information/menus – they cater at the cafe – I order lunch (with one of these restaurants) at the library and pick up after I leave. Resources for my son (he ordered online) could be collected for you and ready for you to pick up when you leave or you could pick out yourself if you prefer. Books-on-tape are bought and passed onto family as they are so cool – listened to them at the library. Pick up son at tutor center – he has been studying while I have been visiting – he has been working on a school project with his school friends. Could mail back books if couldn't get back to library in time.

III. Conclusion

- A. Action Items and Next Steps
- B. Feedback on the Session

+/ Δ

- + cookies were good
- + good time keeping
- + kept it moving – no dead space
- + allowed everyone to express views
- + like imagining exercise, and giving time to think was good
- Δ better understanding of process and outcome of LoF – timeline of current plan.



ANDERSON BRULÉ ARCHITECTS

**SUNNYVALE LIBRARY OF THE FUTURE
Focus Group Meeting**

MEETING DATE:	September 21, 2006	REGARDING:	Meeting Agenda
MEETING TIME:	6:00 to 8:00 p.m.	ABA PROJECT #:	06.0707.0
LOCATION:	Sunnyvale Library Program Room, 665 W. Olive Ave.		
ATTENDEES	Tom Flaherty Jamie Allen Lisa Bennett Jim Danz Max Babicz Lisa McLeod Sabrina Kahn Mikio Ishimaru Ning Ning Brenda (not given) Rob Cameron, ABA Sam McBane Mulford, ABA		
CONTEXT:	As part of our planning process, we are reaching out to the community to help us better understand library service needs both today and in the future.		
PURPOSE:	□ solicit input on current and future library service needs from library users		
INTENDED RESULTS:	□ to understand this group's perspective on the current state and the future of library services in Sunnyvale		

AGENDA ITEMS

I. Introduction / Agenda Review

- A. Introduction of Participants
1. Who do you feel you represent in the community?
 2. Do you use a Library (ies)? If so, which ones, how often and for what purpose?

LB – Active member of Friends of Library (FoL), considering running for Officer next year, parent to two small children, recently checked out language-learning-on-tape – Hebrew – a good experience, family ‘don’t do tv’ at home so lots of reading, teachers are requiring reading at home as homework. More reading to kids has proven to be much better for learning/developing in the future. When she was at school she was in the first class that didn’t go to the library for resources (11 years ago) used online resources only. She now works at HP – needs to research for job, online databases through HP but library may not have this service. Also uses, Santa Cruz County, Aptos and Mountain View, resident here 18 years but also has second home in Aptos.

JA – is a Civil Engineer, a parent and works for Palo Alto City, has children 2nd and 5th grade 7&10 yrs old – uses fiction resources, wife likes Mountain View library, he likes Sunnyvale — videos and non-fiction and fiction, is a tax payer and cares about having a good library – what is important about libraries? children’s future, developing knowledge, becoming wiser, access to information for society, makes for better citizens, lowers the cost of gaining access to information and pulls resources.

TF – is a resident of Sunnyvale for last 6 years, is now retired (whatever that means), still provides short-term consulting work on small planning projects – smaller schemes 1-3 jobs per year. A recent former library board member since 1999 (till June 2006), started the LoF process/project when on the board!! Very happy that we are here

Strategies, Architecture & Interiors

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working on this project. Fond memories of childhood and using library, his children and lots of reading, has had up to ten library cards at one time. Uses Mountain View, Palo Alto and Sunnyvale libraries.

LM – works at Fremont High School – is a Library Media/English Teacher, a graduate student, uses Fremont Library primarily and also SJ King Library, uses mostly online information- doesn't use internet that much for research prefers databases and specific source databases. Loves to read Sci-Fi and hopes to be a future parent and is a heavy tech user – multi-media – Coffee is needed in library – if library had coffee I'd go there.

MB – is a Sophomore at high school – is a member of the studious student community, is very involved in extra curricula activities – school clubs, my parents don't allow tv during the week, I read for at least ½ hour per day, went to library regularly as a kid, but recently have been going to book stores. Use the library for occasional research – mainly Woodland Library – Los Altos. Prefer buying books as I get to keep them, do anything with the book, eat over it, write in the margins etc. Also a member of Athletics/Tennis club and a Teen Driver.

JD – Junior at Cupertino, represents technology orientated students/young people, generally finds info on the internet, uses library for primary sources only or if a topic could not be found after extensive internet searches – infrequently uses library, is a representative of studious pupils. Uses Los Altos (is a resident of Los Altos). Checked out video games from library when younger, fond memories of going to library with Mom, weekly trips when younger with family.

SK – has been a resident of Sunnyvale for 20 years, is an avid user of the library, uses a lot of the information, uses Mountain View and Cupertino as well, use audio books, never has time to read anymore, subjects; health or life, recipes, getting through life topics. I have aging parents, no kids, middle of the road user, sees libraries as important in democratic society.

NN – is a High school student – represents 4 generations: her younger brother is in elementary school – likes Dr Seuss etc, Dad – doesn't have time to read – uses audio books, Grandparents only speak Japanese and so like foreign books. She likes e-books, non-fiction mostly, historical fiction, can send Dad to other library for other types of books (Palo Alto, Mountain View, Cupertino Libraries)

Brenda – hasn't been to Sunnyvale Library since 2004 – because strayed away from reading, reads required reading only, if wants to read a book for fun she goes to Borders as they are new and you can easily find resources, there are no germs and there is coffee. Moved to area in 1999, then used to go to local library every week, Mom would make me read – member of the kids reading program, 20 books per year, librarians knew me by first name, was often borrowing library cards to get more books out– this helped me become a better student now. She sees the value of libraries through her past experiences but is has no current need or desire to use the facility.

MI – High tech community, resident of Sunnyvale, inventors corps and law firms. Uses Sunnyvale library for leisure and research.

- B. Process Overview - Envisioning the Library of the Future
 - 1. Process Participants and Outreach
 - 2. Outcome and Schedule
- C. What We Have Heard Thus Far from Sunnyvale

II. Library Services – Current and Future Needs

- A. What do you appreciate about the services you receive? What is working well?
 - 1. Email alert and phone calls when overdue or near overdue.
 - 2. Online newsletter, use of website – navigation, renew books online, online tutoring
 - 3. Check availability of books – online catalogue, effects bottom line – teenager will not use library if it takes longer to find than internet resource.
 - 4. Extra activities; opera, jazz band, book reading clubs, author presentations and book chats
 - 5. Books in general – 'don't lose the books and the audio books'.
 - 6. Browsing through books and sitting down to read books.
 - 7. Lots of people study and read books at Sunnyvale – appreciate space.
 - 8. Reference library.
 - 9. Efficient checkouts – both types.
 - 10. Teen library works with the high schools – students get library cards.
 - 11. Music videos, CDs.
 - 12. Children's space.
 - 13. Foreign language resources.
 - 14. Smaller areas are nice – historical not by design.

15. Good music section – written music.
16. Decent opening hours
17. Centralized location
18. Parking lot a little busy but generally available.
19. Automation of lines, convenience of getting in and out quickly.
20. New book section is good.
21. More time in parking spaces.
22. Expanding collection is good – don't need to use King Library as Sunnyvale has great resources, databases, FoL book sales, Mr 'Out to Lunch' statue, landscaping, special children's reading, adult and children summer programs, book clubs, library databases.
23. Having a patent library is important – it's very Sunnyvale!!
24. RFID Chips on library cards, quicker in and out, more high-speed wifi, more educational tutorials on CDs and DVDs, better ventilation. Keep up with the latest greatest technology, newer stuff is always checked out.

B. What would you like to be able to do or have access to at the Library, but currently cannot?

1. No study rooms, conference rooms - great to use, feel professional, and can be loud, group and individual study rooms. Glass walled meeting rooms in King are nice. Community meeting rooms, multi-use rooms.
2. Grand reading room – old leather chairs, lights on tables, stained glass windows, 'Stanford-like' – a certain atmosphere in the room.
3. Headphones for music.
4. Access to check out history.
5. Café would be nice and read a book at the same time – otherwise I go to bookstore.
6. Children's area with multi—access areas. Los Altos has single point of entry for children's area.
7. Dedicated friends of library space – store/processing – staffed by volunteers.
8. Café and FoL – could they work together. Local person selling food in café like Alum Rock library.
9. Better lighting, currently looks 'greyish' and not very bright.
10. Text books that are from schools that you could refer to – reference section.
11. Community organizations that need books and libraries that discards books – they need to be connected.
12. Profile tool that helps you read new books – new authors (Amazon like) recommend books etc.
13. Better library catalogues like Google or Amazon.
14. Blogging of books – reviews by community.
15. Teen reading lists created by teenagers etc, covers, table of contents, help you make better decisions.
16. More audio books – CD, tape, MP3 – all formats. Download ipod audio-book that expires after a certain point.
17. Lots of the newest titles – children can get excited and then disappointed if library doesn't have it.
18. Older book collections also need to be kept.
19. Books on how to study for certain subjects – libraries often don't have this type of information, past exams papers, revision notes etc.
20. Natural light preferred over electric.
21. Large format books – 'Baby Boomer Bulge' getting older – effects volunteer demographic.
22. FoL should be linked across area.
23. Order a book from a different library and have it delivered to Sunnyvale Library once a week or delivered to home address (maybe pay for this personnel service).
24. More computers for internet and no logging in. Having to sign in to library for 15 minutes only – this is what Sunnyvale currently requires – would you restrict library use to 15 minutes?

C. Do you have any concerns associated with the planning of a new Library? Do you feel other community needs are not being met?

1. Well off area – but needs to be open to all – everyone should be able to access info.
2. User training – non-techie classes that the library could offer
3. Library could get to far ahead of community it serves. (too high tech)
4. Very sterile, should be more grandeur and comfortable. More people hanging around.
5. Don't want a sickening lack of communication consensus, some ideas were very too wacky, library should not focus on every problem of the community – focus on traditional library problems/solutions instead.

6. If we have to throw books out – this should be based on data mining and not hurting anybody, but maybe share books around in local areas/libraries.
7. Automation system and usage stats – some libraries will commit to keeping certain books so others can free up space. Be what you are and do it well.
8. Effective community integration- school libraries, user training already exists in other organizations/institutions – but don't duplicate but could be portal for this information/services.
9. Stay small enough so still easy to find books – a little less confusing would be great – we don't want to get like the Winchester Mystery House – but these give you nice spaces to study in – they are interesting as well.
10. Scanning in books when you throw books out – copyright issues? Online access so kids can safely access internet.

D. Describe your ideal visit to the Library in 10 years. What is the experience? What are you doing?

Walk in, feel welcome, no propaganda, no political agenda, very online sophisticated system for data and books I'm looking for, print out books or download onto a book-screen I carry with me, walking through, different sections, (English and other language resources and signs), retirement sources, continual learning, investment books, study areas, reading areas, sit and relax, community areas to discuss in small groups. Library could be smaller as can print out/download and take with us – so need for books.

Reason why I am going to the library; I am browsing Amazon and find a book I am interested in I check the ISBN # and it shows me a link to Sunnyvale Library – which allows me to look up Sunnyvale Library availability for me – yes! the library has it and here is where you can find the book (map view or description of section), when I enter the library I see a crisp doorway into the library, clear maps of the section of books, I walk by a librarian who is reading to children, I pick up my book and check out within 3 minutes, as I leave I notice an electronic flyer/screen advertising the next FBLA car wash.

Living in Aptos, semi-retired, kids are 13-15, browsing online community catalogues – order them and have them sent to Sunnyvale – at the same time I receive an email alert for teen activities and a poetry reading – I am taking part in this poetry reading at the library – we all travel to the library – my kids are excited as they are meeting friends at the library – kids and mum pick up books after they have finished there different fun activities (no browsing the aisles for books) and when home can drop off books at Aptos library or Sunnyvale.

I'm a graduate student now and when I return to Sunnyvale improved library, it is much prettier, has 10 minute parking for fast drop off, a nice entrance – double doors, big pretty glass wall, nice desk, nice children's area, hand sanitizer to prevent germs from spreading. Separate computer rooms for children and adults – block internet for kids, leather chairs as is comfy, study rooms, I pick up a book and talk to friends, a map is available so that you can't get lost, restrooms that are brightly lit and more available through out the library.

Entrance more welcoming, brick is not attractive, dark is not nice, bring own headphones and plug in and listen to CDs off shelf, audio books etc, more videos (new videos). Comment: collaborate with video rental stores – what do they do with un-used older multiple copies of films etc. Reading space away from book shelves as it's distracting if people keep walking past all the time. Children's reading time all the time 24/7 with puppets. Café should be separated from kids and food. Kids area should be more child-orientated- currently looks like rest of library – books should be separated by age or reading difficulty, more foreign books as more foreigners around, better restrooms, book delivery at home – volunteers run this service – library compensates for gas usage.

Library is 2-3 storeys high – parking all underground, area around building is park like and green, open to views, can look into building, glass walls are clear, lots of transparent glass, meeting rooms, study rooms, readings rooms a modern version of a grand reading room, constantly evolving technology in library.

Drive in with plenty of parking, logical flow to each section, proper signage, each section has smart updated section – intelligently updated, space is quiet, comfortable, warm, inviting, on the way out a fast automated trouble free check out is available and when I go to sleep I don't worry about wasted tax dollars, or political realm.

Hi-tech technologist, greeted by android, I tell it what I feel like today, in the mood for, less and less time, a book to match my mood, ambience should be reflective of this, movable walls and can change space to suit user. Human

backs up android knowledge. Android is personal library guide. Android sets ambience, finds what I am looking for (studies, leisure, work) – robot/human finds book for you. My vision is worse in 10 years – so I would like hi-res plasma displays to show information/books at various scales/zoom levels – comfortable recliner seats to relax in, I tell the robot when I want to turn pages. Holographic room ambience – changes the mood – robot gets food and drink etc – feels like sitting on a beach in Hawaii and enjoying the scenery but I'm in Sunnyvale Library in my special ambience cube.

Walk past cool green trees, clear glass walls, a 15 second search on a computer and my book shows on the screen, a map shows me the way, library helps me find the book – dynamic signs, I move to the study room and discuss book in a loud and fruitful discussion, print our work on a laser color printer, exit happy and satisfied.

Hi-tech but in retro kind of way, Harvard like study atmosphere, technology is almost hidden, skylights, rooms are separated, noise is reduced by technology, green, water feature, lots of windows, café noise is dampened from spilling into rest of library, real person helping me but browser for book is very efficient, but I already know what book I want as searched at home, grab book or download book – library has lots of natural wood around, check email when downloading book, children's area is right next to café – but no noise as audio technology dampens noise. When I leave I take a deep breath having known I enjoyed my time at the library – a retreat, quiet, outside of the modern crazy world. Hidden technology allows tranquil space to exist. Everyone is getting older – other interfaces – speech recognition, telepathic, instead of mouse and keyboard. Balance on your account for when you are overdue, revenue stream opportunities. Book drop off – drive through would be great

III. Conclusion

- A. Action Items and Next Steps
- B. Feedback on the Session

+/-Δ

- + very effective, very productive, better than last year
- Δ running late
- + young high schooler's insights are excellent
- Δ Indian population not in focus groups



ANDERSON BRULÉ ARCHITECTS

SUNNYVALE LIBRARY OF THE FUTURE Focus Group Meeting

MEETING DATE:	September 24, 2006	REGARDING:	Meeting Agenda
MEETING TIME:	1:00 to 3:00 p.m.	ABA PROJECT #:	06.0707.0
LOCATION:	Sunnyvale Library Program Room, 665 W. Olive Ave.		
ATTENDEES	Rohit Ranchandani Eddson Alcid Jackie Harrison (1pm-2pm) Ron Aoyama Jennifer Aufang Alex McKale Happy Cohen Mei-Ling Stein Sunny Cheo Michael Cheo Clare Brubaker Rob Cameron, ABA Sam McBane Mulford, ABA		

CONTEXT: As part of our planning process, we are reaching out to the community to help us better understand library service needs both today and in the future.

PURPOSE: □ solicit input on current and future library service needs from library users

INTENDED RESULTS: □ to understand this group's perspective on the current state and the future of library services in Sunnyvale

AGENDA ITEMS

I. Introduction / Agenda Review

- A. Introduction of Participants
 - 1. Who do you feel you represent in the community?
 - 2. Do you use a Library(ies)? If so, which ones, how often and for what purpose?

RR – represents the Teenage High-School section, is academically interested (11th Grade). Uses Los Altos, Woodland Libraries for research and books they have – mainly school orientated needs and is a resident of Los Altos.
EA – Teenager High-School section, Similar to RR - Use libraries for SATs and other exam preparation. Uses Woodlands, Los Altos, Cupertino and City of Santa Clara libraries – resident of Sunnyvale.

JA – involved in child education, school PTA board elementary school member – president for 3 years and on board for 5 years. Has a 4 year old and a 10 year old child, and can represent senior groups (40-50 age group) – a casual social group that use the library. She uses Sunnyvale and Central Library (Santa Clara) for story time for her younger child – for the exposure and experience of going to library. Her 10 year old prefers using bookstores for books – comic books, graphic novels and prefers to have longer than a couple of weeks to read books – uses books sometimes for school project work but mainly recreation. 40-50 age group – use library for travel and information for trips/vacation – use laptops when they do this at Sunnyvale Library. She is a resident of Sunnyvale

HC – reps Single and Senior people, is a non-resident of Sunnyvale and uses Sunnyvale, Cupertino, Saratoga and Mountain View Libraries for computer access and research information/resources.

Strategies, Architecture & Interiors

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JH – A few years ago was on the Sunnyvale library board – able to see broader issues of Sunnyvale – uses Sunnyvale almost exclusively and is now involved in school library – her daughter works full time and so she works as a volunteer at her grandson's school – she feels she can represent children – Uses the library mainly for children's information, research for Seaworld for her grandson's bedroom makeover, but uses library mostly for fiction. Also involved in State library Board of Commissions (CALTEC) just finished this role. Also feels she represents the life-long learning section of the community; travel, making things, doing things around the house and general learning. Youth teaching/learning – has an educational role for children.

RA – Uses Sunnyvale Library and the Electronic Library at work, feels he represents typical adult without children, professional worker and has active parents.

AM – President of the Friends of the Library (FoL) – he represents Arts, technical professionals, downtown residents and LGBT – Lesbian Gay Bi-gender groups. He uses all the Santa Clara and San José City libraries in the area and uses corporate libraries as well – these can be seen as a competitor to city libraries. Mainly uses for research and recreational, and “Killing time” between other social activities.

MS – Uses Sunnyvale for general reading, and other libraries for work, Cupertino, San José Library (King), I use the tapes on the City council meetings and the historical collection in Sunnyvale. Volunteer of Palo Alto – operation ‘Home Bound’ – does Sunnyvale offer similar services? What % of Sunnyvale residents use library? and youth concerns in Hispanic populations – are they using the library? – educated parents would bring children to library – what about access for the less-educated population – would they bring their children here, do they know where it is?

MC – a younger brother – youngest family member – uses Sunnyvale & Santa Clara libraries for books (school uses) – not much fun at the library - resident of Sunnyvale.

SC – represents teenagers, use library for SATs, research, CDs, videotapes. Uses SC and Sunnyvale now – because the videotapes are now free. Represents young women – future/next generation business person and wants to be Lyndsey Lohan! – a resident of Sunnyvale.

CB – represents teenagers and everything younger – as used to be a kid! – is a teen growing into an adult – going to college next year. Have used all libraries in area – lives in Los Altos and so uses Woodlands (2mins from house), and also the main branch, Sunnyvale, SC, Cupertino, King Library – used to be for movies and rec but now more research based.

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II. Library Services – Current and Future Needs

- A. What do you appreciate about the services you receive? What is working well?

1. Programs are appreciated, story-time, opera, from Ashland, computer learning, authors – local, Summer reading.
2. The collection of historical data of Sunnyvale – knowledge of what it was like before.
3. Informational books – can only get these at Library of expensive book stores – college text books. Educational and
4. Non-fiction resources.
5. Friendliness
6. Safe, quiet environment for children and myself – isn't this an oxymoron.
7. Cleanliness and smells nice, clean keyboards.
8. Hours of operations, evenings and Sunday opening times – but these still need to be extended.
9. First library in six that have summer Sunday opening times.
10. Open-access of library
11. Instant answers from reference library staff – phone numbers- an immediate response by phone.
12. Access to computers and the internet.
13. Free print outs
14. Wifi
15. Central location
16. Cushy seats
17. Quiet area
18. Great reference books for excellent research.
19. The statue!!

20. FoL – book bargains/sales.
21. The overall collection is reasonable – limited space and budget constrains this.
22. A place to hold community meetings.
23. Free DVDs

B. What would you like to be able to do or have access to at the Library, but currently cannot?

1. Better parking – flow/circulation and more spaces – it's dangerous at present – assumption of lots of accidents.
2. Limited space in facility – feels crowded – collection is limited by this – if you discover an old author but only have a few books of that author – would be nice to have full collections available.
3. Circulation in library
4. More hours later in the day but also before 10am in the morning.
5. Lack of computer manuals for software that the library has installed on the computers.
6. Lack of computers, computer areas and homework areas
7. No teen room
8. All computers should be all in one place and be separated in individual cubes, all online – designed for homework areas.
9. Team collaboration rooms – small group discussion rooms – were originally at Sunnyvale but removed due to space needs – Cupertino has these rooms. Talk in these rooms without worrying about noise.
10. Desks for 2 people – study desks. Small individual rooms are best. Should have combination of room types. (Individual study, group study and large quiet spaces)
11. 'Hot Desks' – technology embedded in furniture.
12. A room with partitions with an office-like environment
13. Hall monitor to supervise noise levels in various spaces – policing the acceptable noise levels in each area – this could be done by providing better design – individual spaces etc.
14. Group of 5 people is easier to manage at library – cleaner environment, neutral ground, if you don't really know the person, safe ground, the study groups may also need multiple resources like computers and books etc.
15. Hispanics access to library – access is isolated – not on a major thoroughfare, close to trains or bus routes, not by community center, arts center – no connection to other services other than City Hall – which shuts at 5pm.
16. Librarians do not know their collections – when asked a question they look at the internet first – don't turn you to the resources of the library. Asking for something – direct you to the catalogue but don't take you physically to the area of the library or the specific resource.
17. Currency of online material is generally more current than shelf-based material – they are knowledgeable about online materials/resources and not only the existing collection.
18. Education is lacking on how to use the resources of the library – card catalogue, had to get involved in the collection – the computers don't tell me this type of information. Does the program address this?
19. The library doesn't give me a focus so when I come back again – its up to me to find the information.
20. School projects – 4th grade – mission project – couldn't find enough books in library, lots of missions and the one I was looking for was not available – and they didn't find the resource for him. All kids get mission projects at the same time.
21. Food – would bring teenagers here – Starbucks etc have lots of students.
22. Parking situation – one way circulation
23. Wider variety of music
24. Tried to use computer and a lot of the programs were missing like PowerPoint.
25. More friendly atmosphere – study atmosphere.
26. Reading rooms in other parts of Sunnyvale – connected by computers and internet – distributed reading rooms.
27. Not safe for children to come to Sunnyvale due to roads etc – if a local reading room is available then this would be safer.
28. Better FoL facilities – venue for fundraising – Portland example)
29. Outdoor reading areas – its very dark and dank in the library – needs bright paint, ceiling should look like the sky, reading lights etc. More natural light, windows that actually open, it smells a little sometimes.
30. Surrounding area would be great place to study just needs shade – better ventilation – food court outside.
31. Publicize new reference content when new resources arrive at the library.
32. Tutor information on how to become a better researcher
33. An on-going volunteers program – no excuses like we don't have enough space or need for volunteers – should always be work/activities etc that can be done by volunteers and a space for them to meet and discuss their work.

C. Do you have any concerns associated with the planning of a new Library? Do you feel other community needs are not being met?

1. Hispanic access, children access – safety, cost, transport cost and route issues etc
2. Won't explore the distributed library services for a wider audience/population.
3. There a lot of lonely single people – they need a hub to come to and be recognized in and socialize with other people.
4. Volunteer office should be at Sunnyvale Library – full-time in person – what volunteer opportunities are available in community – this needs to be advertised.
5. Building a new library – might be too focused on structure as opposed to on-going operational needs, collections, new resources etc.
6. Not to lose the services that work well.
7. Availability of library (opening hours) during refurbishment/construction.
8. Maintain the outside spaces that are nice.
9. Focus on look of library – outside appearance draws people into the library.
10. Maintain the personable services – get to know each other – name tags for library users.
11. People that are currently not being served – need to come up with a solution that will be successful with these isolated groups – involve all members of the Sunnyvale community including those that currently don't use the library.
12. The 'English as a second language' group should be concentrated on – seen as a priority.
13. Changing demographics should also be looked at for planning effort – 50 years +
14. The solution should allow future expansion for future growth – built in at the design level.

D. Describe your ideal visit to the Library in 10 years. What is the experience? What are you doing?

One library card for all libraries in California, actually it's my drivers license, any where I'm driving I can check out books in all the libraries – each library is a center of excellence for a different subject – this already happens but is not publicized. The Sunnyvale Collection is actively worked – we should have the definitive resource collection for Yahoo and/or Lockheed histories. Coming to the library is a visit to a cultural place, the Sunnyvale Library and community center are located in one place. Food/restaurants are close by (but not necessarily in the library). Recommended readings for library users – use of flags – Amazon model. As I walk in to the library the library informs me of new books I am interested in. A separate kids entrance – I don't want to know about kids resources.

Easy parking that's really fast and close, slanted parking space as they are easier to park in. I would be a parent (maybe) bring the children and want a fun place for them to read, bean bag chairs to jump on, a learning area, comfortable, and area I could let my kids go and not worry about them while I go somewhere else. Well lit with many windows, comfortable area, no lines, optional self-check out but if prefer to talk to someone can still use the librarian that takes you to resources and answers questions properly and can find info from other libraries. Rich research collection and online renewal.

Physical access to library by clean public transport – library has improved access with an extensive outreach program. Improved access to library off-site – remote access locations. Library that is attractive inside and out to encourage people to use and enter the library. Variety of rooms and uses, quiet rooms for reading, alternate seating designs – not traditional chairs and tables, more diverse collection, more languages, more disabled resources (seeing and hearing).

I get on my laptop in the car and use wifi to check if my books are in and order them and they would be ready for me when I arrive at the library to check out and go. Wouldn't have to spend 10 minutes finding the books. Lots of trees outside, inside would have lots of spaces for me to do my homework and study.

Save trips to library by using remote library facility. The library would have solar panels (photo voltaics), educational programs on conservation and environment and racial consciousness of responsibilities as citizens of Sunnyvale. More Hispanic people use the library.

I ride my bike to the library and lock up safely, as I walk up to the building I see a big clean, peaceful atmosphere on the outside. As I walk in I see clearly marked areas, colors, kids room with colored rugs. I access a computer

immediately, my library card can access the intranet, subject and title name search function. A separate kids rooms where they'd be safe and couldn't leave the library – special kids programs at all times or most of the times. Open 24/7 and a place to have coffee/food.

A library would address problems on the spot, with flexible understanding instead of bureaucratic processing. A professional atmosphere that could be recognized, lots of experienced staff – to share this experience with others, a perception that I would be adding to my experience before I leave – to not be bored. Meeting librarians that would address me with the 'librarian interview' – a lost skill – a clarification for information. A computer source/search that would tell me the table of contents on a subject, alleviate books that are out and would be able to pick and choose more carefully and accurately. A noise level that would allow me to think properly. I would like to know the more skilled librarians – who the 'go to people' are – who are the experienced people.

Books delivered to house, easily returned to library. MP3 player can be updated on library information and resources, using catalogue gives you more information, excerpt from book, background, comfortable chairs are everywhere – outside is a café where I hang out, when I leave the check out takes a few seconds and is all automated. Parking is easy to get out of.

Drive in and find parking for my Ferrari. Catalogue program recalls last library history searches/check outs, thumbnails of book covers and other info is displayed, I select a book and a floor plans shows location of book – easily check out and then grab a protein shake on my way out of the library. Books are tagged so can't be misfiled or hidden by kids in the library.

Books mailed to house like Netflix – librarians speak different languages, library is near a Starbucks and a park and has a place to leave kids, a study area for the kids – I can tutor other kids or get help from others and use the color printers.

III. Conclusion

- A. Action Items and Next Steps
- B. Feedback on the Session

+/ Δ

+ pulling out feedback from everyone
+ excellent questions
+ good representation
 Δ no college age people in the group.
 Δ group feedback would be nice – have we made a difference.

Other opportunity for Focus Groups to meet and see outputs of work.

**Library of the Future
General Staff Meeting**

October 12, 2006

8:30 to 9:45

This staff meeting was dedicated to discussion and ideas from all library staff members about operational issues. The questions were sent to staff in advance with the announcement of the meeting so that they could consider the following and give their input. The intent of the questions was to help determine future services and improvements that could be used in planning the Library of the Future.

- 1) What are the things the library should be doing more of?
- 2) What are the things the library should be doing the same? and
- 3) What things should the library be doing less of?

Attendees were: Christine Doxtad, Ann Ni, Joy Wiser, Sandra Barajas, Deborah Barrow, Susan Denniston, Jane Dimpel, Marjory Cameron, Dorothy Hammond, Tove Johansen, Sue Kaplan, Marjorie Crawford, Yelena German, Amy Hsu, Lori Jedda, Rachel Kama, Margaret Kopf, Angelo Lopez, Marsha Pollak, Rebecca Bridges, Marti Krow-Lucal, Betsy Wachter, Rafael Bayani, Shashi Bhalla, Evelyn De la Cruz, Cassandra Espinosa, Grace Go, Joyce Hanson, Van Hua, Helen Kelly, Caryll Liang, Ming-Zeng Lin Lee, Georgette Masters, Michael Untalan

Brainstorming with Staff:

What are things the Library should be doing MORE of?

International DVDs and Non-feature
Outreach to community in under served areas
Bookmobile
Education for Public – training in research tools
Dedicated staff to address technology PC issues
Community plays, multicultural operas/plays
Training of staff
Use of specific passions and talent of staff members (determine how to get this info about staff)
Language abilities of staff
Community involvement with schools and other groups
Alternative gathering place – face to face time, use the patio, form discussion groups
One-on-one service and by appointments/consultations
Teen and Children programs
IT – dedicated to library and onsite at library
Literacy & ESL
Publicity – better and more variations
Language materials
Storage
Resource sharing
Shared library card with other jurisdictions
Programs with themes to follow children through adult
Quilt areas

Signage
Group study areas and meeting rooms
Teens place
Information station at front entrance
Separate activity areas/separation
Enforce rules
International media
Sell all books, not recycle
More selling of refreshments
Children's services
Popular book and CD displays
Outreach – rooms for meetings and programs
Programs on computers, Internet, etc.
Work with parents on help with homework and how to be literate society
Seating
Playing stations for media
Lighting
Natural lighting
Make library a beacon to those outside
Open sign – program tonight sign (marquee that says what's happening)
Cross training of staff
Patron use of own devices and downloading in the library and at home
Partnerships with community, City departments, organizations
Self service
Cleaning (keep the library cleaner)
Equipment that is reliable and up-to-date
Better furniture
Security – cameras, theft detection/prevention, theft cameras
Vietnamese books and DVDs, too many old materials in this collection
Flexible staffing for busy times (need more people at strategic times of day)

Should be doing – instant messaging to public, RSS feeds to proactively alert people,
reference by walking around, automated sorting to get materials automatically checked
in and ready to be shelved, drive by to pick up/drop off books

What are the things the Library should be doing the SAME?

Quality of service/customer service
Book clubs, adult ed., Opera SJ
Keeping up current pace with innovation and technology
Varied collections
Long open hours
Friendly atmosphere
Materials/traditional resources
Maintain collection in proportion (based on needs, subject, areas, and use)
Materials up to date/discarding
Programs
More guiding to information
Keep up with format needs

What things should the Library be doing LESS of?

Policing disruptive patrons

Dirt on PCs and shelves

Crowded shelves

Manual operation of things that could be more automated such as sorting, checking in, cataloging

Standing or seating behind desks

Dewey Decimal – use another method more natural and intuitive

Overdue penalty – find alternative

Answering doorbell (employee entrance)

Less popular CDs – more educational stuff

Children's noise

Foreign language materials not taught in school

Employees enforcing quiet areas

Less eating in library

Cell phones

Shelving materials since more digital materials will be available

Less reference since will be more “guiding”

Subscriptions and binding because more online and databases



ANDERSON BRULÉ ARCHITECTS

SUNNYVALE LIBRARY OF THE FUTURE STUDY AND STRATEGY
Plan of Service Workshops

MEETING DATE: **October 17 and 18, 2006** **REGARDING:** **Meeting Agenda**
MEETING TIME: **8:00 am – 12:00 pm** **ABA PROJECT #:** **06.0707.0**
LOCATION: **City of Sunnyvale Library, Library Program Room A**

ATTENDEES:

Denise Alexander	<i>Library Assistant</i>
Deborah Barrow	<i>Director of Libraries</i>
Becky Bridges	<i>Librarian</i>
Marilyn Crane	<i>Manager</i>
Marji Crawford	<i>Part-time Library Specialist III</i>
Susan Denniston	<i>Administrative Librarian</i>
Christine Dostad	<i>Supervising Librarian</i>
Ellen Giarrizzo	<i>Circulation Manager</i>
Judy Heiker	<i>Part-time Library Specialist III</i>
Joyce Hanson	<i>Casual Library Specialist I</i>
Juanita Harris	<i>Casual Librarian</i>
Sue Kaplan	<i>Librarian</i>
Sara Kempen	<i>Librarian</i>
Garrett Kuramoto	<i>Librarian</i>
Marsha Pollak	<i>Supervising Librarian</i>
Soraya Mofty	<i>Sr. Library Assistant</i>
Jenny Shain	<i>Casual Management</i>
Steve Sloan	<i>Administrative Librarian</i>
Betsy Wachter	<i>Supervising Librarian</i>
Joy Wiser	<i>Principal Office Assistant</i>
Rob Cameron	<i>Anderson Brule Architects</i>
Sam McBane Mulford	<i>Anderson Brule Architects</i>
Monique Wood	<i>Anderson Brule Architects</i>

CONTEXT: The context of this workshop is to provide a creative forum - focused on the future. Our consideration should include reflection on the library's strengths, and innovation in responding to our community's needs. We will engage in strategic dialogue regarding the organizational and operational resources necessary to achieve Sunnyvale's Library of the Future.

PURPOSE: The purpose of this workshop is to:

- create shared understanding of community needs from outreach and analysis
- discuss and refine service responses and the role of the library
- write the mission of the library
- develop service goals to describe the benefit to the community – the outcome
- define objectives, or performance metrics that measure progress toward goals
- describe activities, or strategies or groupings of actions of the library to achieve goals and objectives
- discuss operational considerations and more detailed, future planning elements

INTENDED RESULTS: The intended results of this workshop are:

- Mission Statement and Service Responses
- Service, Goals, Objectives and Activities
- Operational Considerations and Further Planning Requirements

Strategies, Architecture & Interiors

Agenda Items - October 17, 2006

I. Introduction / Agenda Review

- A. The library already has this type of discussion in an ongoing fashion, but today is about all of us taking a step back to look at the big picture and the future service goals and objectives for the new library. As we are reinventing, we should not dive too deeply at first, but look at the large scale.
- B. We will be asking ourselves today – “How does the library respond to the needs of the community as defined as part of the Community Outreach process and what are the priorities?”
- C. Goals and Expectations
 - 1. Express ideas of things that are on our minds and will help
 - 2. After reading the needs assessment – how are we going to plan to meet all of these needs?
 - 3. Hope this leads to a new building and a place where everybody wants to be and that the library will be able to accommodate them.
 - 4. Library continues to be visible and a prominent piece of the community
 - 5. Continue to be the center of the community
 - 6. Thought so much of what we can do, need to establish a plan to bring the services to the community and make them aware of the things that we can do for them – have a partnership and the community realizes the library’s worth – have a good relationship to share that
 - 7. Change our ideas with something concrete
 - 8. Technology to help allow the services to be provided
 - 9. Put some of the ideas together and see what we can come up with
 - 10. Synergies with Parks and Recreation – can support each other’s missions – don’t want to set up to be in competition, but in support
 - 11. Unique and different for the LOF – many new libraries in the areas – we are going to have something that none of them have
 - 12. Keep the plan of service community centered – keep connections with outside groups – leverage what the library has with what other parties have to offer the community
 - 13. Make sure that we think about programs for people, reference help, technology, packaged in a little different way, serving the people now and in the future – have provisions for stuff we don’t know about now
 - 14. Ditto on all others – see this as a place of lifelong learning – not an edifice - welcoming for people fearful of coming in
 - 15. New building – combined with the great collection – the new self-checks location has worked very well; it is time for change
 - 16. More friendly environment, not only for the public but for the staff as well, where people look forward to coming to work, and can be more comfortable and give better service to the public
 - 17. Build on what we already have – wonderful collection , friendly environment, people really like the staff here – examine the needs for the future – develop a viable response, be aware of resources needed and what partnerships are needed
 - 18. Survived three remodels of this building – fascinated to see what comes out of this – like it to stay where it is, because of easy access to transportation – it is really a great place
 - 19. Library that people talk about - we become the benchmark and the standard that people talk about
 - 20. In other new libraries – it is often said that ‘this was a really great idea, but it really wasn’t what we needed’, didn’t focus on what was working well and build onto it – don’t want to lose out on what people and staff really liked when making changes (technology for technology sake, and not what people really want)
 - 21. Work hard together, have others participating and draw all of the responses out of everyone – bring out the creativity of the group
- D. Ground Rules
 - 1. We understand that this group works together really well. What are the ground rules for us working together in these sessions?
 - a) Everyone should voice what they hope will happen – don’t worry that they shouldn’t say their idea because not everyone will agree or like it

- b) No one should say 'we can't do that'
 - c) The idea is to give input as if money is no object? We need to think about the 'over the top and out of reach' and then figure out how to creatively get there within our constraints
 - d) Focus on what is important, and then we can figure out what we can't afford later
 - e) Example of the senior center – the facility ended up getting larger than what was originally thought because the community and the council stood behind it – the budget doesn't need to drive the way we think about the things we need to accomplish
- E. Changing face of the LOF:
 - 1. Don't want to lose the strengths and the things the community appreciates
 - 2. Traditional library isn't even the library of today, and there are certain aspects of the building that requires it be traditional
 - a) Books – those who said that they didn't want to see stacks were few and far between
 - b) Quiet
 - c) Service desk
 - d) Programs – children's programs, etc.
 - e) Collections
 - 3. Where are libraries going?
 - a) Atrium at MLK: partnerships and developing something new
 - b) Patrons do not need to know how the library is set up to function or organized to operate, but they just need to be able to get the services they need.
- F. Perceptions of Libraries and the Long Overdue
 - 1. main perception is books – we pride ourselves on databases and people prefer Google and things that they are used to, library is being underused
 - 2. even people that love the libraries don't come – even though they are willing to fund it and love it, we need the services they want
 - 3. we are doing this, but they just don't know; it is important that we don't charge for services
 - 4. people have shown their attitude about paying for services - they aren't willing to pay – we have to be very careful about how they handle this – it isn't national – it is an international issue; the OLC studies are on line with this international issue, and other studies in the region have shown the same comments
 - 5. they especially see it as valuable for children, and we need to figure out how to keep the patrons after their children are grown and gone
 - 6. need computer access and wireless service – there are higher technology expectations than we provide
 - 7. there is only about 40% children use for the library (up to about 6th grade) – about 60% is by adults
 - a) let's not place them against themselves – they are not comparable – they are both of value – the intent is not to compare, but to understand the whole and understand the patronage and the allocation of the collection resources; the emotional connection is both on the part of the children and the adults that use the library
- G. Studies comments –
 - 1. Libraries are Highly Valued (PA/ALC, 20)
 - 2. "Traditional" + Added Value (PA/ALC, 23)
 - 3. The Library Brand...(OCLC, 3-1)
 - 4. The Library's Role (OCLC, 4-2)
 - 5. Library Lenses (PA/ALC, 29)
 - 6. Latent Potential (PA/ALC, 44)
- H. Library can help the community to work through the processes for personal development – Spanish speaking person looking to get a GED
- I. Convenience – this is why people find it harder to come and not feel like they need to avoid having their children be loud

- J. How does the public know that they can go to Google? How has it become so pervasive in society in so short a time? What is the way that we can use those great ideas and strategies to allow the library to get there as well?
- K. visions for the future – having everything on one campus – along with the community center – this would be a great partnering for the programs that are already available
- L. there is a retail aspect that isn't the traditional aspects of the library – we are selling the collection, but only as a response, not as a proactive aspect. You can't just build it and expect them to come – we have to attract the community

II. Community Needs

- A. Draft Community Vision – future desired state of the library
 - 1. Our Methodology: From Planning for Results...
 - a) Vision
 - Future Desired State
 - b) Needs
 - Needs within the Community
 - c) Service Responses and Priorities
 - How we Meet the Needs (and what is prioritized and why?)
 - d) Mission
 - Brand the Library for the Customer
 - e) Service Goals
 - Benefit to Community Statements
 - f) Objectives
 - Measures – How Will We Know We Are Successful? Not the performance measures you do for the City, but big impact statements in the community.
 - g) Activities
 - Strategies or Groupings of Specific Actions – what will the library do, and how, to deliver the services?
 - 2. Vision statement

The Sunnyvale Public Library will be a portal to lifelong learning and enjoyment in a safe, nurturing and dynamic environment.

As a portal to lifelong learning and enjoyment, the Sunnyvale Public Library:

- Prioritizes early childhood development and family literacy
- Provides access to information and ideas to support both formal education and independent learning
- Supports the acquisition of basic information literacy and technology skills by all library users
- Serves as a cultural depository of popular literature, music and motion pictures representative of our diverse cultures

The Library will be a safe, nurturing and dynamic environment which:

- Serves as a focal center for the community, providing programs of varying types and sizes, public discussions, community activities, and meeting spaces
- Provides a variety of areas and zones designed with the ability to adapt to changing community needs
- Serves as a model of green design and universal access, promoting the responsible management of our global resources

a) Discussion

- a. Is it prioritized? Are they all equal or are there leads or secondaries?
- Model of green design – this is the intent for the future – most of the points are things that we do today

- First part is for both today and the future, and the second part focuses on the future (the building)
 - Outreach for marketing and spreading the word – this aspect is missing – but maybe it belongs in the plan of service?
 - If we are talking about one building, it doesn't address the needs of the outreach that is needed per the community access – equitable access content – serving and accessing all of the community
 - 'free' is missing – the expectation of no cost is not indicated
 - We don't indicate how we make all of the people aware – the selling of the library – isn't indicated in this statement
 - How do we proactively have the tools; sell the services for you
 - The dynamic nature of the ideas are not as clearly indicated as it should be – the language is a bit static
 - What drives the adaptation of the future – are we just responding or are we being forward thinking – are we the early innovators not the late adopters?
 - 'inform and delight' – we are good at indicating the inform aspect, but need to do a better job expressing the delight that we want to offer the community
 - Want continued feedback on the vision statement
- 3. Community context
 - a) Good quality of life and high per capita income
 - b) Sustainable building – and Sustainable library and community services – need to be able to live within the resources allocated
 - c) Community disconnect – the numerous communities and neighborhoods in Sunnyvale
- B. "Needs" Defined
 - 1. Literacy
 - a) Basic and English Language Proficiency
 - b) Information
 - c) "Technology"
 - 2. Children's and Teen Services
 - 3. Education Support
 - 4. Access to Technology
 - 5. Information, Reference and Research
 - 6. Lifelong Learning
 - 7. Connecting Community
 - a) Cultural Diversity and Awareness
 - 8. The foundational issues come first – i.e. literacy – but need to determine if this is prioritized as the goals – talked about statistics of the language issues within the community
 - a) Also discussed the poverty level information for the community – it is surprising the number of people in the community that are below this level
 - b) The library is a haven for the homeless population – this turns off other people in the community
 - c) Location is a big thing – they want it all and they want it at their house – it is the convenience issue again, as well as the amenities that are evident within the library – the customer focus aspect of these things is not indicated here either
 - There are ways to tie into the systems with Google or Amazon to let people know that the book they are researching is available to community members in the library without taking further steps to research
 - d) People want a person or direction to where they want to go
 - e) Comment that circulation and reference need to be together – it is the future of the library
 - 9. Needs "Decision Exercise"
 - a) What is the library not positioned to do well, or
 - Basic literacy – there are places to refer people – even though they aren't obvious they are easy to access if knowledgeable about where to go; there are some gaps in

those programs, and is that something that the library can develop a program around? Is this something that the library wants to forge a role in? The library could also support the programs

- Connecting community and cultural awareness – there are already many groups that do this.
- Starbucks has the program with highlighting books and CDs and there is music
- Educational support – we aren't expecting to take the lead on this, but as a support role. There needs to more information collaboration between the library and the schools
- ESL – what is the breakdown?
- Schools frequent the libraries that are closer to their homes or are the cutting edge facilities

III. Service Responses and Role of the Library

A. Service Responses (from *The New Planning for Results*)

1. Revisiting the Library Sub-element
 - a) Gateway to Lifelong Learning
 - b) Pathfinder to Information, Reference and Research
 - c) Catalyst to Community
2. Small Group Breakouts - Responses and Priorities
 - a) Basic Literacy
 - b) Business and Career Information
 - c) Commons
 - d) Community Referral
 - e) Consumer Information
 - f) Cultural Awareness
 - g) Current Topics and Titles
 - h) Formal Learning Support
 - i) General Information
 - j) Government Information
 - k) Information Literacy
 - l) Lifelong Learning
 - m) Local History and Genealogy

B. Services Priorities Large Group Discussion

1. Top Five Goals
 - a) Group I
 - **Informational & Technology Literacy**
 - Equalizer in society, level access levels, help people search for information, level the playing field for all in the community (regardless of resources and education/literacy)
 - Helping people access all the information that is out there and make them more efficient, to help them know it's there – more aware.
 - Need to be info/tech literate to be successful in this area – it's expected basic skill for careers (Silicon Valley).
 - Need to use and know technology to access information – training
 - **Lifelong learning**
 - People's needs change through out their lives – we have resources to help that change.
 - Improves quality of life
 - Keeps people challenged and stops them getting stagnant
 - Happy people, engaged in community leads to lower costs to society.
 - **General Information**
 - What people need and want - a cornerstone

- The Basic foundation of any library
- There is no other alternative for this information – where else would you go? – search-engines are doing similar things but the library is there to help people organize and sift this information.
- Local information, knowledge, people that can't use Google or have computers. Allows access to basic references. The Library is expected to have all this information. Free information, flyers, newspapers, tax forms etc. It's a depository for local information.
- **Popular and Diverse Collections and Programs**
- United image & have all types of culture available
- Includes current topics - Opera Programs, Chinese story time, etc
- Community wants this service; we have to recognize the diverse community, to be entertained.
- Safe place to affect some of these things, using books and other informational resources, neutral place, non-threatening environment, library is a common denominator in all languages
- Strong history of free-speech, activities, community members see themselves/their cultures reflected in collection/programs.
- This is very welcoming to see when entering a library.
- **Business, Career & Education Support**
- Supporting – Younger, mid-careers, unemployed.
- Nova Center doesn't concentrate on younger generation.
- Helps unemployed
- Meets basic needs
- Supporting them get an education
- Builds careers – promotes education
- Provides them with the tools
- Cost effective investment – saving community costs in the future – helping society – Investment in the Future
- Avoids effects of failure, improving quality of life, improving self image/esteem.

b) Group II

- Preparing people for college – community focused on higher education – in connection with Nova
- Business and Career information
- Community Referral – don't want to duplicate services – homelessness is an important aspect of this
- Entertainment circulation – music and DVDs – a lot of this is online now, so this need is going away
- Local History and Genealogy – Santa Clara County does that – only local stuff will be kept – this isn't a priority
- Patent / trademark opportunity – this has been cut back, but it still available
- Cultural aspects – programs and how this aspect of the community is highlighted – a lot of churches are taking over the ethnic community connectivity – need to be able to refer people to these programs
- Support for cultural groups – exposure to other groups and their input
- Tried to flush out the specific things that we wanted to focus on
- Partnership with Schools/Educational institutions
- Preparation for College and Career – all aspects of careers – the trades and students who aren't the AP level students and can get left behind

- Community Referral/Center/Commons – we’re an information source for people to know what is going on in the community – want to be in proximity for the community – being in the center of the action
 - Cultural Awareness and Outreach – numerous groups doing their own things outside of the other groups in the community; this can be a place so that other people can become more aware of the rest of the area and the cultures inherent in them; programs aimed toward specific groups, but also relevant to other groups
 - Lifelong Relevance and Learning – being a relevant tool for people to use at all stages of their lives
 - Patent Information – this really sets apart from other libraries, but isn’t the top priority
- c) Group III
- **Learning**
 - Basic Literacy
 - Education Support
 - **Guide and Assist – Customer Assistance**
 - Information Portal
 - Information Literacy
 - Technology Literacy / Assistance
 - General Information Assistance
 - Community Referral
 - Consumer Information
 - Reference Assistance
 - Research Assistance
 - Business and Career Information
 - is this a continuing focus
 - is this a niche?
 - General Information
 - people come, ask questions, we help them
 - include government information (no longer a government docs depository)
 - **Individual Enrichment and Community Connections**
 - Popular Materials and Current Topics and Titles
 - Public Library not a Research Library
 - Have popular materials
 - not able to keep items for years
 - mid size public library
 - entertainment
 - Commons Area
 - Kids come to the library because they have group work and team projects
 - Closed off rooms where people can get together and talk
 - some spaces for book groups, etc.
 - Enrichment
 - **Children’s and Family Development and Enrichment**
 - Services
 - How to help their children as they grow
 - its how you create lifelong learners
 - family habits generate a legacy of library use
 - Reading Center!
 - Parental Support and Resources and Education

- **Learning Facilitation**
 - Basic Literacy
 - Education Support
- **Information Mediation**
 - Guide and Assist – Customer Assistance pathfinder
 - Information Portal
 - Information Literacy
 - Technology Literacy / Assistance
 - General Information Assistance
 - Community Referral
 - Consumer Information
 - Reference Assistance
 - Research Assistance
 - Business and Career Information
 - General Information
- **Individual Enrichment and Community Connections**
- **Children's and Family Development and Enrichment**
- d) Consensus comments
 - Educational Support
 - Information Technology as foundation for services
 - Individual Enrichment and Community Connection / Popular and Diverse Collections
 - Lifelong Relevance and Learning
 - What's missing?
 - (i) Convenience – this is a strategy

IV. Break

V. Mission of the Library

- A. Form and Function of Mission Statement
 - 1. see agenda for topics discussed relating to a mission statement
 - 2. draft key phrases and then start to craft the mission statement
 - 3. needs to address who, what and how in regards to the service priorities of the library
- B. Small Group Breakouts
- C. Small Group Reporting
 - 1. Group I
 - a) The Sunnyvale Library strengthens our diverse community through access to excellent and equitable resources in a pleasant, convenient environment for education entertainment and enrichment through multiple methods of creative communication.
 - b) Books Beyond Borders; Books & Beyond; Beyond Books w/o Barriers;
 - c) Educate, Enrich, Entertain, Convenient, Everyone, Community, Pleasant, Professional(ism) (Expertise), Partnership, Communication, Equitable, Excellent(ce)
 - 2. Group II
 - a) See post-its
 - b) FREE FREE FREE, FREE³
 - c) Google/Information with a face
 - d) Sunnyvale Library – we're not just books any more
 - e) Connecting people every step of the way
 - f) Explore, imagine and discover at the Sunnyvale Library
 - g) The world at your fingertips
 - h) Every step of the way
 - i) Find yourself at the Library
 - j) Expand your horizons
 - k) Find your future at the library, Start your future here
 - l) Not just books, Not just books anymore, Books and Beyond

- m) Commitment to Excellence/your life
- n) Heart of Sunnyvale
- o) Journey through life at the Sunnyvale Library
- 3. Group III
 - a) Let the library be a part of your life – whatever you want to be
 - b) connect at your library – people, information, ‘
 - c) grow with / at your library
 - d) sharing information
 - e) cultural diversity and connecting
 - f) books, ideas, info, here! – people
 - g) inspiration
 - h) inspire
 - i) connecting hearts and minds – body and soul
 - j) connecting people and information
 - k) Hearts, Minds and Media!
 - l) Not Just books – More than just books!
 - m) What
 - whatever you want it to be
 - you want it? we’ve got it!
 - n) Where
 - Heart of the Community
 - o) Who
 - serve people – community
 - p) How
 - collaborate
 - pathfinder
 - traveler
 - guide
 - assistance
 - Catalyst - makes something happen
 - Enabler
 - facilitator
 - inspire and delight
 - It’s all here for you!
 - We’re here for you!
 - q) Be codependent on the library!
 - r) Table for Six – Books for Six
 - s) Expand and Explore and Enhance and Discover and Enjoy
 - t) Changing Face of the library – we are something new
 - u) We’re not your parents library
 - v) Changing people’s
 - minds
 - perspectives
 - lives
 - experiences
 - w) Home Away from Home
 - x) The 3rd Place
 - y) Begin at your library
 - z) Start at your library
 - aa) Find yourself at the library
 - bb) change agent or catalyst
 - cc) catalyst for community growth inspiration and connecting people, ideas and...
 - dd) stuff happens here!
 - ee) what happens at the library doesn’t stay at the library

- ff) what happens here doesn't stay here...
- gg) Sunnyvale library - take it with you!
- hh) Begin at your library
- ii) Connecting hearts and minds
- jj) Connecting people, information and community
- kk) Catalyst for community
- ll) Expand, explore, discover, enjoy
- mm) Sunnyvale Library – take it with you
- nn) Once upon a time and beyond
- oo) Opportunities live at the Library
- pp) More than just books
- qq) Find yourself at the library

I. Conclusion

A. Next Steps and Action Items

1. ABA to come back tomorrow with some options for the Mission Statement
2. First part of tomorrow will be about establishing the goals for the benefit to the community – key phrases and snippets of ideas, not the actual goals
3. Also tomorrow – what are the objectives and how do we know we're successful and what are the strategies for how to accomplish this?
4. What would you do with the younger children in the library so that the rest of the family can take advantage of the library – how does a family do this? The library doesn't provide childcare, but can zone activities for different needs.
5. Need to find different methods to creatively solve the problems
6. What is the strategy – how can we be convenient and be customer-focused?

B. Feedback on the Workshop to Date

1. Plus
 - a) Small groups generated a lot of ideas
 - b) Agenda was well-focused on what we were supposed to do
 - c) Mixed representation of every department at each table
2. Delta
 - a) Need to remind ourselves of the ground rules – less judgment of the concepts and more building upon them
 - b) A bit slow sometimes
 - c) Struggled a little bit to tie back to the vision statement
 - d) Spend less time on the goals and expectations – a bit less clear – were the goals for today or for the entire process?

Agenda Items - October 18, 2006

II. Introduction / Agenda Review

A. Reflection

1. Progress to Date
 - a) Deborah talked to a few people – they thought yesterday was worthwhile and enjoyable.
 - b) Having staff at all levels means we get to know the rest of the staff, and hear from all types of staff
 - c) After the workshop, conversations with other staff were excited and gave extra ideas for the mission statement
 - d) Mission statement – gateway to knowledge – was felt to be very relevant. It is really dynamic. Others indicated excitement about this as well.
 - e) it was hard to remember most of the statements, so the shorter the motto, the better.
 - f) We need to reach out beyond this room to get to the statements that are going to resonate with the entire community.

B. Contingency Planning

1. We got through the agenda yesterday, so this is not needed.

III. Service Goals, Objectives and Activities

A. Review of Service responses

1. (Gateway to) Lifelong Learning and Enjoyment
 - a) Basic, Information and Technology Literacy
 - b) Family Literacy and Early Childhood Development
 - c) Learning and Education Support
 - d) Entertainment and Enrichment – Popular Materials
 - e) Includes entertainment and enrichment – popular materials more suited for family use and not specifically for the community education at large
2. (Pathfinder to) Information
 - a) Information Mediation / Facilitation (All Categories)
 - b) Reference and Research Assistance
 - c) Facilitating people to access the information that is available.
3. (Catalyst to) Community
 - a) Community Connectivity
 - b) Current topics and titles – allows community to discuss and learn more about the world and current events
 - c) Cultural awareness needs to be added to this section

B. Mission Concept

1. Who
 - a) Diverse community
2. What
 - a) Resources
 - b) Entertainment and Enrichment
3. How
 - a) Facilitating access, learning and education
4. Options for Mission Statement
 - a) Mission Statement Options: (preferred statement in bold)
 - Sunnyvale Library provides our community books and more as we facilitate learning, education, entertainment and enrichment to sustain and advance our quality of life.
 - opportunities abound for our diverse community - through a journey of discovery with access to excellent resources at the Sunnyvale Library
 - imaginative discovery of your future within our diverse community through guided access to an increased quality of life
 - portal to lifelong learning and pathfinder to information and resources that provides a catalyst to community

- pathfinder and portal to the world - catalyst to community
- **Sunnyvale Public Library - Your Gateway to Knowledge, Learning and Enrichment Today, Tomorrow and in the Future**
- b) Concept of a mission statement and then also a tag line for a memorable catch phrase for the community and marketing
- c) Mission Statement – sets the tone for the decisions that we make in the future
- d) Concern that the first ones feel like a ‘budget statement’ – it is too clichéd
- e) Who is going to read this mission statement?
 - Sunnyvale Public Library: Your Gateway to Knowledge, Learning and Enrichment - Today, Tomorrow and in the Future
 - Three time periods – today, tomorrow (where we have plans and we know what to expect) and in the future (where we don’t know what to expect, but we are willing to figure out how to evolve to maintain the mission and vision).
 - Is there any patented phrase for Gateway to Knowledge? We will have to check into this? **Did we do this?**
 - Your – this ties the community to the Library, and notes that the library will be here for the long haul.
 - This needs to be translated into quite a few languages for the use of the community – the subtleties of the translation need to be verified.
 - Knowledge is a body of ‘stuff’ – learning is a process that can be involved throughout peoples’ lives
- C. Large Group “Benefit to Community” Discussion – Goals
 - 1. (Gateway to) Lifelong Learning and Enjoyment
 - a) Children ready to learn when they get to school
 - b) Informed Citizens
 - c) People have a pathway to the rest of their life – whatever they want to achieve
 - d) Happy people – stress reduction that goes along with being entertained
 - e) Equalizing access to technology and information and resources for people who can’t access it themselves
 - f) Contributing to lowering the crime rate – informed and educated society
 - g) Engaging seniors so that they have less need for other higher cost social services
 - h) Help with employment and help people on their path to self-sufficiency – also allows children to move to the higher educational goals (college, etc.); individual and family success; there is a specific need for people to research how to get a job or get a better job
 - i) Individual achievement – personal achievement – better covers all aspects instead of something that is how other people will judge their achievement
 - j) Exposure to other cultures that leads to better understanding
 - k) Doesn’t matter where you physically are – you can be outside the library and still access the resources and use it remotely
 - l) FREE
 - m) Connectivity to other libraries and resources – expands out into other communities and other libraries – beyond the library
 - n) As much as you want – there is no limit on how many books can be checked out
 - 2. (Pathfinder to) Information
 - a) It is hard to distinguish between this category and the Lifelong Learning and Enjoyment; this also supports the Community catalyst
 - b) This is more of a strategy for the way the two other categories will be developed; this is more of a how
 - c) Although, the differentiation is that the library allows for guidance to allow people to find the most appropriate resources for them to have access to; the library staff are the guides and people who strategize how to best use the resources that are available
 - d) This is a very important resource for the community

- e) When people look on Google, they didn't find what they wanted, even though they searched themselves. The community can learn search techniques from the library, and vice versa – it is more minds working together to get a better product. This is one of the advantages of coming to the library.
 - f) Guaranteed neutrality – you can't always trust other sites – there is no agenda other than to help people – there is no bias for the library
 - g) Reference and research assistance – we help them organize their thoughts, even in terms of patents. This helps people to focus their thoughts and their needs
 - h) Reference interview – this was brought up as a very important aspect of the library at one of the focus groups – this was brought up as something to both maintain and improve
 - i) The library is able to purchase resources for the community that they couldn't get on their own
 - j) Can often find what people are looking for more efficiently than they can themselves – librarians know where to look and are prepared to answer that question
 - k) Idea of teaching people that there is an answer and a way to get to the information – there is a way and we will find it together
 - l) Approach of someone asking for a book that isn't available and then it can be purchased
 - m) Brings a sense of excitement – you really want to help them, and continue to offer the help beyond what the patron originally intended – allows for choice and personal support – the community has someone 'working for you' – there is a personal connection to access help. Dream Catchers – individualized guides on the side
 - n) Trained professionals – the library staff is trained and that is why they can find things faster and make better decisions than individuals
3. (Catalyst to) Community
- a) Highlighting the resources that the community has available – providing a forum or 'third place' for sharing
 - b) Networking with other like-minded people – there is actually a need for more places to talk in the library
 - c) People can do so much on their own at home, but yet being humans, we want someone to validate the way they are living their lives – there is a face and a friendly voice
 - d) 'Recognize me' – recognition of individuals and that they matter
 - e) Safe place – your status in the world and your educational level doesn't matter
 - f) Helping to make better decisions within the community – educating the community about the issues that affect their lives – this can be done both through programs and through the collections that are available
 - g) Balanced exploration of issues and concerns
 - h) Programs – multi-cultural focus – the venue of the library makes it very engaging – it isn't biased and it is free – people feel more able to access cultural things in a way that they can't access it in other places (i.e. at the community center); the community outreach indicated that the library is the 'right place' for this type of community participation – the exposure and exploration feels better at the library – this is an opportunity for partnering – maybe Parks and Recreation can organize the event, but the facilitation could take place at the library – shared resources – the community doesn't care how it is being provided – the library is the right place for it to happen, and the resources are available – the library will have books and DVDs available on the topics for programs, so there is learning outside of the event itself
 - i) Concept of layering – where is the right place for something to happen? People learn in different ways, so there are lots of opportunities and experiences available
 - j) Excitement that people can either find it here or the library can find it for them if it is somewhere else
 - k) Comfort level for ESL patrons – there is comfort in hearing/reading something in a native language – it is reflective of the community makeup – this reduces the intimidation for people whose cultures don't have access to libraries

- l) To have all of this put into words is really amazing – once it is verbalized it can be shared and made more accessible to the community
 - m) Personal, friendly, helpful reputation convinces people to come back and spread the word about the resources that are available – customer service has become so important – it needs to be focused on the patron/customer
 - n) There is an expectation that everyone who works at the library is as knowledgeable as any other staff person – it is not about a person's staff title
 - o) People think of being a member – they feel like they are invested – they are a part of something, an exclusive club
- D. Small Group Breakouts - Objectives and Activities for Goals
 - 1. Measures of Progress and Performance
 - a) Want to establish how will we know we are successful for these categories?
 - b) See Post it sheets for group
 - 2. Strategies or Actions of the Library
 - a) How are we going to accomplish this?
 - 3. Group I – Gateway to Lifelong Learning
 - a) Measures:
 - People tell us they are happy
 - People come back to the library
 - They use the library – all of the different things they check out
 - My child is reading because of you
 - test scores go up
 - unemployment rate goes down
 - businesses move here
 - city revenue goes up
 - more kids graduate from high school and go to college
 - crime rate goes down
 - voter turnout goes up
 - quality of life is better
 - people are more accepting / tolerant of each other
 - We get goodies
 - People Find What They Want or We Get it For Them
 - Requests for Interlibrary Loans goes down because we have or can get it
 - Faster access
 - Forge Long Term and Long Distance Relationships – Loyalty to the Library
 - Library Bond Measures Pass
 - Circulation Goes Up
 - Number of Library Card Holders go Up
 - Number of Visitors Go Up
 - Businesses Have greater appreciation for the library
 - The library's website is the most used in the City – the most hits
 - The City council is so happy we get a new building and
 - People want to be a part of and get involved – it's their library
 - b) Strategies:
 - Develop and Maintain a collection that reflects the diversity in the community
 - Diversity
 - Age
 - Interest
 - Educational Attainment
 - Cultural
 - Language Collections – Books in Other Languages
 - Multiple Formats
 - Books on CD and E Books
 - English Language Proficiency

- Materials
- Broad Interests and Special Interests for this Community
- Computer Collection
- Patent / Intellectual Property
- Databases – electronic resources
- Learn Express
- Tutor – Homework Support
- Genealogy (coupled with programs)
- Biography
- Health and Wellness – Medical Collection
- Travel – Affluent Community
- Large Print
- More Print Resources of Today will be available in different formats – downloadable, electronic resources
- Not 25, but 5 copies of a bestseller
- physical size of the collection may shrink

Service

- Outreach (SOS)
- Downloadable to personal devices
- Catalog
- Relevancy Search
- Community Reviews
- Multiple Communication Tools
- When technology is ubiquitous – we need to have it
- Streaming – RSS
- Podcasting
- Meet expectations
- Children's Services
- Storytimes
- People will want to hear a story
- People are more knowledgeable about the importance of reading to their child
- Keep up with our Education and Networking
- Conferences and Workshops
- Workshop on New Technologies
- Internet Librarian's Workshop
- Stay Fresh
- Anticipate Expectations...
- Look at Partnerships
- work more closely with teachers
- put together packages and we'll push information to your students
- leverage efforts
- School liaison
- Partnerships with local businesses
- OSH – connect sales with do it yourself resources
- be seen as part of the community
- Program – National Library Card Month
- Businesses giveaways for library card holders
- free stuff with a library card
- Borders comes and sells books
- Question Point
- nationwide online reference
- move to instant messaging
- Government Form Provider
- place to go to get government information

- immigration
- tax
- navigate bureaucracy
- Not a bookmobile – but use a space that is already there
- All that storefront in Lakewood
 - vending machines!
 - kiosks
 - point to point
 - distributing services through satellites
- Wireless
- expensive, low return on investment
- Van or Small bus - Shuttle
 - circulate so that people can get here
 - moves through town

Programs

- Cultural Programs
- Kurdish Music and Dance
- Chinese Youth Orchestra
- Diwali
- Do it and podcast it
- Teaching and Instruction
- basic computer classes
- extreme googling
- broadcasts – distance learning
- Literacy and English Language Proficiency
- Refer
- Conversation Groups – a Way to learn and Speak English
- Opportunities to Practice Fluency
- Brown Bags – Book Talks – Books Clubs
- Going to where they are...
- Children's Story time and
- Lifelong Learning
- Shakespeare Group
- requires them to participate
- not lecturing
- Series of Programs Aimed at Retirees
- Elder Hostel
- Travel
- Meeting Boomer Expectations and Engaging Them
- Volunteerism and Impact
- presenting needs
- Take storytimes to senior centers and invite their grandchildren

4. Group II – Pathway to Information

a) Measures:

- Are people appreciative?
- Graduation levels?
- Use of resources and the cooperative nature of resources?
- Classes – part of the function to deliver and are they informative
- Reference questions measurement
- Referrals for other customers
- Follow-up on comments from patrons
- Benchmarking what we are doing well
- Collections growth
- Increased sign-up after outreach events

- City-wide survey – is the library one of the responses to how people find information?
- b) Strategies:
 - Presence of library at events – set a goal
 - Strategic choices for education contacts – how do we touch every child in the school district – comprehensive effort
 - Proactive approach to marketing – situational current events – making sure to present it to the community
 - Personal connection – being knowledgeable and also knowing how to find someone who might know the response if you don't
 - Keeping in contact with schools – have a personal contact to make sure to have information transfer – this also sets up a feeling of responsibility; if there is a person that is responsible from their end, they can take on some of the effort at marketing
 - Link the library on the school websites
 - Open up more access points for asking information – reference desk and circulation desk, and somewhere else – can they instant message to ask for questions?
 - Outreach to different communities to send information to them
 - Combining information and checkout desk
 - Bookmobile – go wherever the events are
 - How are we figuring out what people are using, and how do we get ahead of the curve?
 - Keeping staff informed
 - Remove obstacles to seamless patron experience – get a response or an avenue to the response from the first person they talk to
 - Responses to comment cards – need a better system for how to get the responses out to them
 - Instant surveys – do they get feedback on how they are doing? Entice people to let us know how we are doing
 - Mystery shopper – send them out to try the changes in the library and give feedback
 - Volunteers – how can they help?
 - Changes to the library – make sure to advertise and give them the information on how to access the materials
 - Wikipedia and online FAQs
- 5. Group III – Catalyst to Community
 - a) Measures:
 - Third Place forum for networking in the community – First Place is home, Second Place is work, and Third Place is a neutral place without pressures to attend there.
 - People keep coming back
 - No of members/patrons/library cards is up
 - Increase in diversity programs
 - More checked out items/circulation – growing collection, growing diversity of collection
 - No. of visitors to underserved community
 - Outreach program grows – participation, SOS program Up
 - Co-sponsored/partnership programs increased
 - More different types of groups (interest groups)
 - More volunteers, board members, involvement programs
 - Better cultural understanding, more people want to live in Sunnyvale as diversity is embraced.
 - Quality of Life
 - Happy – citizen surveys

- Less conflict, crime rate (Better know you neighbors)
 - Volunteers in the community
 - Less complaints
 - Better understanding of library culture
 - People wanting to live here – increased property value
 - Satisfaction of life in Sunnyvale increases
 - Better acceptance of other cultures in the community
- b) Strategies:
- More staff, support, more visits, more volunteers & more outreach
 - Word of mouth increased – best tools to spread the word
 - Maintain a diverse staff
 - Utilize language/culture strengths in library staff
 - Parks & Recreation and other groups - partnerships
 - More meeting rooms, shelf space – new collection areas.
 - More technology enablers – language choices
 - Set aside and display the other language sections
 - More marketing/promotion of new books and resources
 - Sunnyvale community strategy needs to be city wide with the library being a part of the puzzle/solution with support and leads from other services.
 - We need buy in from other community groups
 - Volunteer advocates who could spread the word about the value and availability of the library.
 - Increased or refocused hours of operation
 - Divide up library by use and they have different times – use technology to enable this trust.
 - Video guides to aid routine tasks and questions
 - Library (part of) is always open – 24/7 – separate entrance
 - Coffee shop
 - Store front/Branch/reading rooms – Lakewood/Fairwood
 - Shuttle service, free bus to the library
 - Bookmobile – ‘fun on the run’ – partnership opportunity
 - School library close – public libraries could provide books to schools, using their school libraries. No fines for juveniles for late return. Book delivery.
 - Break down the barriers one by one – reduce the problems
 - Community is not just public, its other organizations, P&R, city council, Schools etc
 - Council Member on Library Board
 - Work internally to break down barriers – to educate City members of library use/passion so that they become advocate.
 - Target work groups – provide specific resources – staff meetings – make it personal.
 - Community Boards, Displays, advertisements, notices, for the community, public reference, teach people in public, open speeches/lectures, PowerPoint/Video recordings presentations FAQs, How to use the library? Costco Demonstrations in the library.
 - Programs of the Day displayed on information
 - Do away with fines? – Cultural significance, amnesties, no fines for first time offenders – late books.
 - Bring books back early – get incentives for manage collection, credits at coffee shop, books balance – could pay for future late fees/charges.
 - Joint strategy between P&R and Library
 - ‘Question of the Hour’ – FAQs – what are the common questions that occur?
 - Do away with fines? Restructure grace periods, get credits for early return – deposits for most popular collections

- Incentives to manage themselves – if it goes into general fund it doesn't feel like it is really supporting the library
- Add Teen Center with separate entrance – could co-use for Parks and Recreation
- Work internally to educate City Staff – get them to be advocates to the community

IV. Service Goals: Large Group Discussion

A. Offline to the Core Team

V. Operational Considerations

A. Organization and Operations

1. Service Points
 - a) This will be brought offline to Core Team
2. Collection Development Planning
 - a) This will be brought offline to Core Team
3. Technology Planning
 - a) Programming adaptability, future expansion, growth
 - b) Building Design – modular, wiring layouts,
 - c) Constant assessments of what is working what is not
 - d) Budget in place to allow future changes of technology
 - e) Aid of some of the companies – use Sunnyvale as a showcase, testing ground for emergent tech.
 - f) Bringing competing companies together to agree on standards etc
 - g) Technology all in one place? – more efficient, technology lab, center,
 - h) Staff level of expertise and knowledge to use technology
 - i) Balance between tech and hardcopies – don't leave people behind in the technological advancements
 - j) Hardwire or Wireless networks
 - k) Educating patrons
 - l) Software packages – no need to be leading edge – No Beta
 - m) Staff expertise in software, develop our own programs for particular needs
 - n) Expert in technology staff learns the library skills (IT Analyst/Staff working at library)
 - o) Web Site – constraints on City Server – limits what we can do – up to par with other libraries if not better
 - p) Adapt policies to allow more freedom
 - q) Wanting to be Leading Edge vs Bleeding Edge.
 - r) Staff vs patrons access to information
 - s) Internet Resources are currently shared – needs to be fully free and wider bandwidth than other city departments
 - t) Slowdown issues need to be managed
 - u) Convergence of technology – software languages etc
 - v) A Catalyst for technology companies – can the library assist.
 - w) Sunnyvale could be leader in technology – as local companies are leaders of the world
 - x) The library becomes a showcase for technology
 - y) Technology is complement to in person services
 - z) Advancements are needed for younger generation – participate in technology decisions
 - aa) How will the next generation access library resources – online, holographics, virtually etc – need to consider this group
4. Staff Planning
 - a) Skill sets and talents – need customer service skills, good attitudes, people persons, adaptable, flexible, multi-tasking – willing to change, educated, not tell the person what they need, but listen
 - b) Think on their feet / keep current and fresh – willing to learn new
 - c) More automation – robots?
 - d) Teaching aspect – friendly, positive, smiling
 - e) Able to assess the needs of the patrons
 - f) Educational liaisons, marketer, merchandiser, trainer for public and staff

- g) Equal team of staff – cross training with different jobs
- h) Library led by a library person, not a business person
- i) Staff will need to be more technology oriented
- 5. Strategic and Adaptive Planning
 - a) Staff Training - keeping updated and do cross training
 - b) Mystery Shoppers – small course corrections
 - c) Feedback from the community and other groups (Parks and Recreation)
 - d) Board of Trustees – affecting library policies – they review feedback cards twice a year – maybe have a more formal review process and protocol for implementation
 - e) Follow up committee that has authority to make the changes needed so that ideas/suggestions don't die
 - f) Library sub-element – was a huge effort to develop a plan – revisiting this more often to reaffirm or revise – this should be a live document
 - g) Cross division committees – get points of view from all sides on issues
 - h) Hiring protocol needs to take into account the flexibility needed.
 - i) Current announcements for staff every day?
 - j) Sharing of information with staff members – make sure people are aware of the issues being handled through other divisions
 - k) Two cents cards – internal feedback for the staff
 - l) Advancements of technology – how do you transition? There are space implications for the facility? eBooks – how do you adjust for this impact? Staying informed of the upcoming trends.

VI. Conclusion

- A. Next Steps and Action Items
- B. Feedback on Workshop
 - 1. Plus
 - a) Glad we switched around – changes the dynamic
 - b) Got involved and had good discussions
 - c) Food was good
 - d) Small groups again worked well
 - e) Lots of laughter today
 - 2. Delta
 - a) Didn't manage our time well, so missed out on items to discuss
 - b) Could have been more people involved – there were a few people missing today



ANDERSON BRULÉ ARCHITECTS

SUNNYVALE LIBRARY OF THE FUTURE STUDY AND STRATEGY
Building Program Workshops

MEETING DATE: **October 25 and 26, 2006** **REGARDING:** **Meeting Agenda**
MEETING TIME: **8:00 am – 12:00 pm 10/25/06** **ABA PROJECT #:** **06.0707.0**
8:00 a.m. – 12:00 p.m 10/26/06
LOCATION: City of Sunnyvale Library, Library Program Room A

ATTENDEES:	Denise Alexander	<i>Library Assistant</i>
	Melanie Anderson	<i>Librarian</i>
	Larry Iaquinto	<i>Superintendent, Facilities Services</i>
	Deborah Barrow	<i>Director of Libraries</i>
	Becky Bridges	<i>Librarian</i>
	Marilyn Crane	<i>Manager</i>
	Marji Crawford	<i>Part-time Library Specialist III</i>
	Susan Denniston	<i>Administrative Librarian</i>
	Christine Dostad	<i>Supervising Librarian</i>
	Ellen Giarrizzo	<i>Circulation Manager</i>
	Judy Heiker	<i>Part-time Library Specialist III</i>
	Joyce Hanson	<i>Casual Library Specialist I</i>
	Juanita Harris	<i>Casual Librarian</i>
	Sue Kaplan	<i>Librarian</i>
	Sara Kempen	<i>Librarian</i>
	Marsha Pollak	<i>Supervising Librarian</i>
	Soraya Mofty	<i>Sr. Library Assistant</i>
	Steve Sloan	<i>Administrative Librarian</i>
	Betsy Wachter	<i>Supervising Librarian</i>
	Joy Wiser	<i>Principal Office Assistant</i>
	Rob Cameron	<i>Anderson Brule Architects</i>
	Sam McBane Mulford	<i>Anderson Brule Architects</i>
	Monique Wood	<i>Anderson Brule Architects</i>

CONTEXT: With the service planning workshops still fresh in mind, we now turn our focus to the physical aspect of the library of the future. This forum allows us to freely explore the future space needs without the constraint of the existing facility.

PURPOSE:

- discuss and develop the nature of the spaces necessary to support future services
- define the spatial requirements and their functional relationship

INTENDED RESULTS:

- discrete spaces, their function and their requirements
- functional relationship diagram (adjacencies)
- growth and adaptive reuse strategies
- site requirements

Strategies, Architecture & Interiors

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Agenda Items - October 25, 2006

- I. Introduction / Agenda Review** 10 minutes
1. Comments from attendees
 - a) A member of staff had visited a number of local libraries – Los Altos & Mountain View children's areas were well laid out and had a nice feel, children were all occupied and interested in space/entertainment.
 - b) There is a general feel of great excitement of this entire process and great interest in attending future council sessions later in the year to support the work on the Library of the Future.
 - c) Visioning Futures for libraries conference – discussed many of the issues we have are discussing/dealing with through this workshop/outreach process.
- II. "Public" Spaces to Support Service Priorities** 120 minutes
- A. Small Group Breakouts
 1. Gateway....Pathfinder.....Catalyst....(See PPT)
 2. Occupancy and Function(s)
 3. Type of Space
 - a) Quality of Space
 - b) Word or Phrase Descriptor
 4. Enclosed or Open
 5. Special Requirements (Technology, HVAC, etc.)
 6. Shelving and Furniture
 - B. Break 20 minutes
 - C. Large Group Discussion
 1. List of Spaces
 - a) Catalyst
 - Children's area: interacting, computers, fun
 - Teen Area: talking allowed, get connected with friends
 - Group computer areas: wide screen, several people sharing resources
 - 'Eichler' Model library: a tribute to the architect and Sunnyvale, plants, sitting areas, atrium
 - Shaded lunch areas, plaza
 - Information /Welcome desk
 - Combined Service Desk – more versus fewer desks, empowering staff
 - Bulletin board, flyer post it area, community information displayed
 - Program room
 - Café
 - Friends Bookstore
 - Reference/Reading room
 - Group study rooms
 - Marketplace: new materials, community info, free information/handouts
 - Government information area
 - Technology Lab: Quiet tech lab for individual study & Group Tech/Study rooms for working on projects together in a more vibrant environment
 - Business/Patent/Trademark area
 - Local collection/Sunnyvale history area
 - b) Pathfinder
 - 'Space within spaces'
 - Reference Hub, multi-purpose, outstations, side by side working/access, no barriers like desks - more open, direct people to collections, guiding people, answering questions and offering other services like checking out/in, basic circulation, catalogue searches/assistance.

- Teen Reference desk would be integrated with in Reference Hub
 - 'Sub-Hub' – used for arranging Reference by appointment, more in depth questions/help, One-on-One contact with staff, more complex search/assistance.
 - Children's Reference Hub – located in children's area, similar functions to above
 - Computer lab, I.T. skilled staff on-hand, deal with questions, train, guide etc
 - Special interest kiosks in special interest areas, travel, history, managed by librarians, access to databases, catalogues, information specific/customized to interest areas, librarian rovers coming out of hubs to guide, answer questions etc, rovers/staff used determined by quantity of patrons in areas/peak time service etc. librarians use this kiosk as a base of operations.
 - Classroom areas for teaching
 - Information Point/First Contact Area, adjacent to marketplace, your starting point at the library, displays library activities, LCD display with today's events, guide and greeter, a Concierge for the library.
 - c) Gateway
 - Children's room/program room
 - Big Program room
 - Study room
 - Computer Technology room
 - Community room, place to have meetings etc, programs etc – dedicated public use, no charge, could be used by P&R, free alternative to P&R service.
 - Combined desk, not much more cost than existing budget, use efficiencies, self-check in/out is a potentially large efficiency gain – re-using staff, working smarter, getting more from the same staff, more focused use of staff
 - Special Collections area
 - Adult collection
 - Business Collection
 - Youth and Teen area
 - Restrooms
 - New materials Area
 - Hand outs, newspapers and 'free things' pick up area
 - Periodicals, magazines, newspapers area
 - Reading, literacy area, enhancing ability to read, training, help and assistance available
 - Large print collection
 - Media room connected to collections for personal/group study/discussion
 - Self service area
2. Assessment of All Spaces
- a) Café
 - Talk, read, place to eat, indoor/outdoor, weather protection for outside space, sturdy outdoor furniture, vending machine, 50 people, well lit and natural light, comfortable, access to building but secure from outside, enter through library, wifi, marquee type space for small events/program info/book sales, HVAC, change machine, ATM, eating and drinking only in café, can be closed off from library, different opening times, concerns about maintenance issues – needs to be easily cleaned.
 - b) Children's Room
 - 200 children, 250,000 collection available, programs and stories, reading, fun, themed space, story-time, special carpets, magical space, children anticipating a wonderful time when they visit, they tell friends and family and remember when they went to the library....., it's a memorable place and important part of their

- childhood life. Space accommodates all formats and available for all child heights, space for parents to sit with children and read and share in experience, 3 self-check outs, open but secluded and comfortable atmosphere, wifi, training videos, kid friendly software, wireless for parents, special keyboards for children, display space, bulletin board, color printers, space for strollers near entrance to children's room, storage for special collections (holidays/special collection books etc), fun tables and chairs, colorful, natural lighting,
- Children's Ref Hub – Low tables, no desks, parents/staff can sit next to children and help with projects, computers available, space is staffed all the time but staff are roving around the children's room as well, it's an open space, check out areas, all services available through a one-stop-shop area for fast check out, info etc. If space is themed – design needs to show clarity of thought and not be too jumbled or confusing – must be consistent throughout.
- c) Children's Program Room
- Large room – for parties, craft activities, storage, puppet shows, 150 people, kitchen, well lit, story-time, flexible walls to adapt and change space, needs kitchenette, story-time hours, lots of storage, audio/video equipment, good acoustics and comfortable for all.
 - Smaller room – 40 people for story room – memorable experiences for children, books, literature, fun, crafts, clean up facilities – kitchenette/sink, flexible to be able to move furniture around, themed, doorway to area - wood sculpted/crafted door - door could have story beginnings that lead into area and get kids excited. Make screen/reveal to play on magic of room, e.g. opening tiger's eye that hides/reveals TV screen – opens up more and more to see screen, make technology and equipment fun and feel part of the design not added afterwards. Access to outside space - children's area outside/play area/safe space.
- d) First Contact Space/Desk:
- Located in main hall/traffic area, things of interest off to side, space should offer direction, guidance to library, LCD display with library events, prominently located, self-checks nearby, computers nearby, some shelves for market place info, all moveable, face-out opportunities, transient, browsing, staffed by one person, wandering people, circulation services available, concierge type service, questions and answers area, simple circulation tasks, 20-30 people & 1 staff in area
 - Info Desk: a starting place, for quick answers, greeting, reading, directing, guiding, welcoming and inviting, semi circular table with flyers and other info, connection with other city services – online and hardcopy, links to other information in library, self-help guide, all available and to hand.
- e) Marketplace:
- New materials, peak community interest in library and meeting place, located in a low/no traffic area, seating should be durable, cleanable, well lit, warm, screen with info, carpet easy to clean, 30 people, marquee, close to welcome area but not on another route to somewhere else.
- f) Service Desk
- Customer service point, 3 PC stations for walk-ups, 3 people max, answer questions, combine other circulation issues, pay fees etc, use own abilities to gain answers using equipment, but also a place if they need to talk to someone for advice, can make appointments for reference, 10 self-check outs nearby, friendly, welcoming, in the open, technology for research, display info to patrons, displays need to be toggled (toggle between screens) so that people can follow transaction (some info hidden), ergonomic furniture, self pick-up space, cash registers, credit card payment area, integrated library systems, RFID connected, automated check

in and out, panic button, shelving nearby, book drop off collection area, fast shelving, communication problems – focal point for staff.

- g) Teens Area
 - Function is to not lose teens from library but to be an inviting/exciting/cool atmosphere, café like environment, a place to 'hang-out', lounge area, coffee tables, vending machines, eating in library!, comfortable fun furniture, teen collection needs to be out of the way or front and center?, teen kiosk with info specific to teens, quiet study areas enclosed and nearby, like a teens bedroom, staff available at all times- but has to be a cool staff person, 50 kids, 10 computers, play games, access internet, kiosks with teen info, but not their reference area, a place to browse, fiction, graphic novels, magazines, teen orientated collection/info, no reference material, P&R shared space/staff, connection to program room for music etc
 - Teens want big space, work in different groups, tables could be organized to allow this in teen room, plus individual meeting rooms. No need to see into space from elsewhere in the library, do teenagers want to be seen, yes versus no, see and be seen at the library – if cool, windows to outdoors.
- h) Study Rooms:
 - Group discussion area, computers available, 5-10 people in each room, glass enclosures, secure, round tables – better for conversations, flipcharts or white walls, well lit, comfortable.
 - More than one group study space (2 x 8 people/rooms) & (3 x 2 people/rooms), presentation area and kits available in each, automatically reserve room using library card, use library card to gain access to booked room, room informs you when you need to get leave (time is up), adjustable/comfortable chairs, wired and wireless, self contained for noise, ample electrical and technology sockets, electronic white board so info can be printed out, sight lines into space for library staff. Vending machine that sell meeting supplies, pencils, paper etc – could be located in bookstore.
- i) Computer Lab
 - 40 people, training available, OCLC hands on workshops, training, copiers, microfilm/fiche equip, flat panel displays, quiet keyboards, open space, versatile, copiers nearby - noise to be absorbed, good HVAC - heat from equipment and people, all surfaces cleanable, a nice space, no cramped feeling when full, power and network connections, looks neat and tidy – no cables or wires on show, variety of software with assistance from staff.
 - Divide space into an area for people that wish to talk in group and an area for quieter study, use computers, wifi, individual stations, state-of-the-art, flexible, 75 people occupancy across two areas, enclosed space, dedicated staff with IT knowledge, troubleshooting, 50-60 computers, smaller classrooms for classes, small learning centers and tutors on hand.
- j) Information Kiosk
 - Satellites to "hubs", readers advisory in reading areas, teen info, parenting, travel etc, maintained by librarians, content management, 'canned' searches tailored to area.
- k) Adult Collection
 - Non-fiction – instead of dewie system collection is organized by special interest headings, with kiosks (see kiosks info) for each area - access to database for that interest, related websites, group study areas, ref books in same general area to reduce patron movements and organized in subject areas, everything is nearby, tables, and chairs, adjacent to study rooms

- Fiction – living room concept, sit down and read near fireplace, readers advisory service, kiosk with novelist info, roving staff, what should I read help, lots of displays, connecting people with good books, an absolute quiet study area - laptop's must pass keyboard noise test, no cells, whispering, absolute quiet. Generally, purpose of space is to find something to read.
 - l) Business Reference/Collection
 - Kiosk – business info/agencies, small business start-up kits, specialized business books/databases, government info – codes, patent, trademark, a defined space, 2-3 people, tables/computers
 - m) Reference Room
 - Well lit, comfortable, functional furniture, study carrels – 25 individual areas, no talking, very quiet.
 - n) Reference Hub
 - Assisting with 1st level reference and circulation, information bar with computers and shelving for ready reference, facing out – librarians, standing next to patron rather than across from desk, movable furniture, 2-3 staff – some roving, accommodate 5-10 people, space is open and people do not linger or stay in area – service orientated, technology is wifi, headphones, computers – used by teens and adults, separate area for reference appointments – this space is for 1st level only.
 - o) Large Program Room
 - Main Library program room, enclosed space, 200 seated people, used for cultural programs, opera, staff events, good acoustical area, special floor/stage for performances, storage for furniture and equipment, kitchenette, integrated sound system, room light system easily controlled, puppet theatre, telephone drops, high-tech but adaptable, performance feel, temperature controls.
 - Adult Performance/Program space – more like a theatre – set up for performance orientated activities, pitched floor 200-300 people – Community center theatre has similar but is often fully booked, audio, video – maybe opportunity for library, furniture fixed/installed to floor, Green room/anti-chamber - gathering area for pre-performances.
 - Adult Program/Meeting room, 125 people, movable furniture for different uses, easels, kitchenette, audio/video.
 - p) Smaller Program room
 - 75 or under, used for book clubs, smaller discussions, classes, wifi, networked and wired, connected to city, adaptable, video conferencing available, o/h projection systems, high-tech, a/v, enclosed, storage, moveable furniture and comfortable.
 - q) Friend's Bookstore
 - 5-10 shoppers, secure, internal space, storage for stock, vending machine for office supplies, library branded stock could be sold here as well.
 - r) Government information/Sunnyvale Historical info area:
 - Agendas of reports, meetings, exhibit space for postings and historical collection
 - s) Quiet zones versus noisy zones – it easier to have discrete quiet zones than discrete noisy zones – designated quiet spaces are easier to police/control.
3. Duplication in Spaces
- a) Technology Center/Service
4. Dedicated and Multiple Use Space
- a) Program Rooms
5. Comments on Model Diagrams:
- a) Pyramid Diagram: shows hierarchy – but not liked.
- b) Bubble Diagram: shows interaction, is not hierarchical, heart of community needs to be in centre, clearly shows concept, it's the center of all the rest, it strengthens the concept.

- c) Pyramid – heart version: Heart of community is good

III. Staff Spaces to Support Services

80 minutes

- A. Small Group Breakouts
 - 1. Occupancy and Function(s)
 - 2. Type of Space – Quality of Space
 - 3. Enclosed or Open
 - 4. Special Requirements (Technology, HVAC, etc.)
 - 5. Furniture and Materials
- B. Large Group Discussion
 - 1. Assessment of All Spaces (discussed/described)
 - a) Private Staff Areas
 - Tech Services Work Area
 - (i) Book room for material, lots of storage for supplies – with easy access, cataloger need workspace to fit 2 trucks, enough power, networked.
 - Bathrooms
 - (i) Lighting, ventilation, ADA compatible, place to change, lockers, open windows, hot/cold water
 - Cubicles
 - (i) Ergonomic, tech friendly – network, natural light, adequate numbers, large, power, spacious, more light, files, storage, sound dampening, colorful.
 - Circulation/Large Work Area
 - (i) Automated sorting system, space for fine sorting, book bins in to building, drive by return for auto check-in, check-in automatically, enough space for lots of carts that are ergonomic, drive up to pick up holds, adequate workspace for sorting, space for donations, mail space for sorting large jobs, problem drawer, Link+, counters for projects,
 - Acquisitions – Shipping/Receiving
 - (i) Loading dock with conveyor, large door for large items, storage area for unopened boxed of books, desk/work area for 3-4 staff, book room staging area, shelves
 - Children's Work Room
 - (i) Desk for each staff member, space, counter space for projects and equipment, windows that open, storage for crafts, puppets, holiday collection, special collections, separate office for supervisor, sink and refrigerator
 - Staff Meeting Rooms
 - (i) Large, comfortable, flexible, several, tech-friendly, video conference/projector, electronic flipchart, reservable/searchable.
 - b) Support Spaces
 - Archive Space
 - (i) PTDL – official gazettes onsite, city documents, local newspapers, periodicals, waterproof, environmental control, flood sensor, motion sensor lighting
 - Friends of Library/Sorting & Receiving
 - (i) Larger space for receiving, storage for boxes, brochures, separate room, secure access, workstations, internet access (Ebay, Alibris), receiving bins secure (8 currently add cardboard recycle)
 - Security Room

- (i) Storage for lost/found, video surveillance, desk for monitors/phone, electronic equipment, alarm panels, 1-2 people, desk or standing area by front door
 - Delivery & Loading Area (New acquisitions)
 - (i) Ergonomic, space to place boxes, easy to open, space for trash, bins, shelves, 2 rooms connected - receiving and cataloging and processing, book tracks, roller/conveyor on floor, shelf to transport materials
 - Staff Room/Lounge
 - (i) Indoor/outdoor, adjacent to staff work areas, 25 people, kitchen, bathroom (ventilated), nap room, microwave, dishwasher, vending machines, eating tables, lounge area, telephone (pay phone) – phone booth
- c) Public Access Points
 - Welcome Desk
 - Circulation Assistance Desk
 - (i) Account assistance, get actual library card, accommodation for patrons who don't want to do things online, 1-2 people and backup, check out assistance
 - Reference Hub
 - (i) Different methods of communicating when need assistance, more direct method, paging system, way to call security, option to sit/stand, tel ext/set, dual monitor for patron to see, access to systems used in library (print, online catalogue, I-net), fax/printer to print, high end PC, nearby to circulation desk and ready reference materials,
 - Children's Hub
 - (i) Kid-friendly librarian – outgoing, versatile space, staff to be familiar with children's software, PC with common software, dual facing monitors, telephone, storage space, lower workspace, fun and attractive, co-located with homework tutor, space for free books, reading program, I-net for children should be available – not computer lab
 - Teen Staffing
 - (i) 'Way cool librarian', access to internet, more fun, workspace for teen info, electronic LCD panel with messages, controls for tv, wifi etc, accommodations for video, ipod etc.
 - Computer Lab
 - Security/Lost & Found
 - (i) Secure storage, space, enclosed closet, recording method for lost/found, share info with library staff – shared on system, someone dedicated to lost/found items
- 2. Assessment of All Spaces (not described/discussed)
 - a) Private Staff Areas
 - Volunteer area
 - b) Support Spaces
 - Recycling room
 - Furniture delivery storage
 - Photocopy room
 - Book drop room
 - Communications for servers telephone system etc
 - Storage/equipment room
 - Prep room for programs
 - Janitors room
 - Central vacuum system

- c) Public Access Points
 - Café staff
 - Friends bookstore staff
- d) Duplication in Spaces
- e) Dedicated and Multiple Use Space

Conclusion

10 minutes

- C. Next Steps and Action Items
- D. Feedback on Workshop to Date
 - 1. Plus
 - a) Color coding was good in exercise
 - b) Liked working on cards instead of flipcharts
 - c) Liked sitting to present instead of standing up in front of flipchart
 - d) Circulation of group task concept was nice/fun
 - e) Nice to add on to others ideas, and if you didn't finish card it was good because you knew someone would add to your comments and complete the space description.
 - 2. Delta
 - a) Roundtables would have been better than long tables

List of Spaces:

'Public' Spaces

- Technology Lab (Computer area/technology)
- Welcome/Information
- Customer Service Desk
- Community Information
- Café
- Public Restrooms
- Marketplace
- Periodicals, magazines, newspapers area
- Friends Bookstore
- Reference/Reading room
- Reading/literacy area
- Medium Group Study Rooms (up to 5-10 people)
- Small Group Study Rooms (1-2 people)
- Classroom
- Business/Patent/Trademark area
- Reference Hub
- Reference Sub-Hub
- Children's Reference Hub
- Special Interest kiosks
- Children's area
- Teen Area
- Children's program room
- Children's program room storage
- Large Program Room (200)
- Large Program Room Storage
- Small Program room (75)
- Performance Program Room
- Community Meeting Room (25)
- Media room/area
- Government Information
- Special Collections
- Adult collection
- Large print collection
- Local Collection/Sunnyvale history area
- Business collection
- Self Check
-
- Plaza
- Café/Lunch Seating
- Children's Area (Exterior)
- Adult Reading Area (Exterior)
- Staff Relaxation - Outside Space

Staff Spaces for Support

- Tech Services Work Area
- Staff Restrooms
- Staff Workspace
- Circulation Large Work Area

- Acquisitions
- Shipping/Receiving
- Children's Work Room
- Staff Meeting Rooms
- Volunteers area
- Archive Space
- Friends of Library/Sorting & Receiving
- Security Room/Lost & Found
- Delivery & Loading Area (New acquisitions)
- Staff Room/Lounge
- Recycling area
- Furniture delivery storage & staging
- Photocopy room
- Book drop room
- Communications/Server Room
- Storage/equipment room
- Program Prep Area
- Janitors room/Custodial Support

Agenda Items - October 26, 2006

IV. Introduction / Agenda Review

10 minutes

A. Reflection

1. Exciting as we are almost touching the building – a tangible building can be more easily latched onto than the concepts.
2. All this discussion – where is it going – the budget is a constraint and other department programs have their own programs/goals – how far can we really go with our vision – the Sunnyvale philosophy. You can use technology to free up staff doing mundane and repeatable tasks – change how we do things, better time management, physical facility has a high price tag, there is an assumption of a certain quality level with what Sunnyvale is going to build for the library of the future but if it is well supported by community and council it will happen.
3. Have we assessed the existing building yet? This is planned for the near future. If this building cannot be used by the future library it could be used by another city service – no definite decisions have been made yet – there will be lots of options for council to decide upon.
4. Are we talking more work with the same staff? Working smarter, report is based on assumptions and these can be changed to quickly affect the end result and requirements of the new facility. Currently the library offers 2.59 items/capita and the aim of this process is to reach 4 items/capita by 2030.
5. Words in the diagram – Portal to Gateway, Pathfinder and Catalyst – these need to resonate with the community/staff – do they presently? Some concern that they do not.
 - a) ‘Pathfinder’ could become ‘Guide’ – Pathfinder sounds a little low-key. ‘Direction’ – how to get there, ‘navigator’, ‘Pathfinder’ still sits well with some – it was a little guide to libraries in the past – but is it too small a term, not grand enough because of past usage but still a good word.
 - b) ‘Catalyst’ could become ‘Community Connection’ – Catalyst is a great word and it’s a big explosive word. Growing community of immigrants may not understand this term, unless they are scientists – which most of them are!!
 - c) ‘Gateway’ is liked, opening up feeling/understanding etc.
 - d) Could Gateway absorb Pathfinder or be included in Gateway – it supports it. Have one level and include both terms into one with Gateway being the main title.
 - e) Can we use more accessible words but current words are still good words.
 - f) The 3 areas do resonate with the community – it shows that we are made up of different services – we want to differentiate between the service and the stuff. The knowledge and people make us different from bookstores.
 - g) Keep words but have an explanatory sentence beneath each term.
 - h) Community feedback reinforced that they didn’t realize the library had changed and provided a lot of desirable services that were in demand – this is why the 3 main headers were decided upon to clearly mark out the pros and unique features of the library.

B. Contingency Planning

1. Not required as completed agenda.

V. Functional Relationships

100 minutes

A. Small Group Breakouts

1. Relationship Diagrams
 - a) Flow of Spaces
 - b) Zoning of Activities
2. Public and Private (Staff) Space

B. Break

20 minutes

C. Large Group Discussion and Alignment on Functional Diagram

1. Group 1 – “Pull them through the building”

- a) No order or location – more about the relationships – in the front as now, a marketplace, self-checks, community Info, public restrooms, and various program rooms for various uses.
 - b) Children should be nearby to entrance (but too near) – book area program & staff area similar location. Spaces near entrance - circulation area, sorting area for delivery of books, and for books into marketplace, adult area, staff area, non-fiction, kiosk, office area etc. Reading reference area should be close to fiction (?) – enclosed but visible, café at back, near to friends bookstore and periodicals/magazines etc.
 - c) Teens should be further off from main entrance but near café – they have an opportunity to walk through library to get to their area – and they are seen as they do this.
 - d) Study rooms, tech lab, local history, quiet reading room – all close to each other but no specific location in building plan
 - e) Staff support feed into welcome desk/support area, processing books, volunteers, friends storage, deliveries, staff lunch room/staff restroom.
 - f) Popular stuff/material/services are used to pull patrons through – ‘Grocery store concept’
 - g) Family Restroom – required/desirable?
 - h) Reference offices and outdoor staff area were newly added spaces.
 - i) Enclosed spaces – reading room, teen area, photocopy/tech lab – these are expected to be noisy or staff expect occupants to be quiet.
 - j) Bike/Shower/Locker area could be added for staff – separate to public area – promote green travel.
 - k) Flow of design is important.
 - l) Spaces have been consolidated together – spaces that don’t need to be on front door/prime real estate.
 - m) Media will be found wherever it is – people will look for it, so doesn’t need to be at front, can be at the back etc.
2. Group 2 – “The Get it quick library”
- a) Front door, plaza, statue, café nearby with adjoining outdoor space, special interest kiosk, community Info, Friends bookstore, marketplace, self check area, customer service desk for circulation questions, book return,
 - b) Staff areas located behind public areas – all offices and staff support in the back, people don’t see us but we are near the collections and service points.
 - c) Underground parking garage – entrance use elevator - comes into middle of library – used by staff/public?
 - d) Children’s Areas are all collected in one location -program rooms, collections and children’s outside space – this is accessible from program and children’s area.
 - e) Teens nearby but separate – similar arrangement with access to own external area (skate ramp, bungee, etc).
 - f) Some program rooms have outside exit, public restrooms nearby to support spaces, program prep and storage nearby.
 - g) Hallway from front entrance to get to program rooms – corridor, traffic lane.
 - h) Adult Areas over to the left, off the marketplace, periodicals, 3 self checks scattered throughout library, study rooms, quiet areas, outside edges, light – skylights, adult patio area and shared with staff (no eating or drinking).
 - i) ‘Zip in the front door and pick up/drop off your books and your out’.
 - j) Book return – when library is closed – drive around the back – books go straight into sorting area. If walk in front door – book return area goes to same collection point – this could be behind customer service desk and would on conveyor/gravity system?
 - k) Prime real estate – used for get it quick stuff.

- l) Public parking on 3 sides, staff parking on staff entrance side and underground. Parking space near program rooms have separate entrance to street.
 - m) Friends Bookstore is front and center – an enclosed room with display space – like Mountain View’s library – you are drawn into the shop – we get money from this store so it should be seen and easily accessible to increase revenue/profits. Other library’s allow patrons to drop money into a box instead of being staffed ‘honor system’. Trust levels at Sunnyvale area an issue – benchmarking of other Friend’s groups could be carried out for optimal solution – are they losing a lot of money when adopting honor system. There are some nice public library stores nearby to benchmark. Staff near doorway/entrance may dissuade people from stealing books.
 - n) Light penetration an issue, walls blocking light, people like outside vistas, staff want to see outside spaces as they are inside for long periods. Exterior space is making its way into internal space to spread light internally and to gain outside space near to specific spaces.
 - o) Staff/Support Areas deliberately placed together – near staff workspaces. Staff can easily go out into library, this gives the staff area a flow, a nice place to work, rest etc. Staff can run back to desk from library floor as collections are relatively near to staff support spaces.
 - p) Staff Admin areas – have these been addressed – co-located with everyone else.
 - q) This plan works with roving staff, using handheld devices to communicate. ‘Target’ concept - call for attendant/staff at various points in the store for help – could this be replicated adapted for a library?
 - r) One storey – is liked but is very spread out. Lots of hallways, second storey could be used by staff instead of public and reduce overall space/walking distances.
 - s) Stacking discussion – how many floors etc? 140k sq.ft. is a lot for one floor – 2 storeys is better for environment, would allow quiet areas, reading rooms, fireplaces to be located on second floor. Nearby libraries have 2 or more floors, bulky/cumbersome/heavy materials have to be on first floor, quick and dirty and all staff workspaces, children’s area all need to be on first floor, but reference could be on 2nd floor with media center. The layout is largely dictated by materials.
 - t) Basement option – staff areas? No - technology lab, classroom areas? Gravity could be used for collection and storage, archive space, don’t have to be windowless. King library scenario for basement level – skylights are good but not big enough. No circulation in basement. If narrower and more levels then more windows available, less walking but more up and down movements. Parking could be used for basement use.
3. Group 3 – “Bring people together and keep them apart ”
- a) Different entrances – public entrance at front, children’s area undecided but not right at front door, some flow needed for confused people, children’s area enclosed and only has one entranceway – a designated children’s area for all types of space – children’s reference and program spaces should be near children’s area, some quick media, teen stuff, pop stuff near front door.
 - b) Tech lab at back – give people chance to walk through building to find.
 - c) Friends bookstore and marketplace near front, restrooms, café community Info, Fiction at the front, nice to walk in and see books etc.
 - d) Some reference, specialized collection and more ‘referency’ materials and services towards the back of the library.
 - e) Welcome area, Customer Service, Information desk near front door – one desk or split – concerns about no reference hub, staff know lots of information, free versus charged materials, circulation and reference should not be combined as services are very different, skill base of staff is different but perhaps some services could be shared, what about account management – needs some separation between circulation and reference staff/service. Help each team and reduce patrons from being sent from A to B and back

- to A again. Need to find common areas – work together to determine sensible lines of services/responsibilities, only move from one staff to another when needed.
- f) Staff need to be near collections they serve – rovers will need a place to go to – a home place.
 - g) Movement around the library - Segway scooters and moveable desks that are moved around with staff – personal info desk!!
 - h) Reference librarians – could/should they check books out? Yes, but everyone should be self-checking. What about fines, account management etc. We're all librarians and should be cross trained to serve the public at some common level – some services require a special expertise, language skills etc and these would be referred to when necessary.
 - i) Front door material/info should be 'quick and dirty' with reference hub for more detailed reference requirements.
 - j) Stacks to be separate from people seating areas. People in stacks studying and people get in each others way, trip over strollers/patrons, have to wander around everyway looking for books, seating and stacks should be separate – 'water well' concept – go to the well to collect books and then sit down in seating area to read.
 - k) Large print and periodicals, newspapers - close to entrance – people don't want to be bothered in this area – but near front because of magazines so balance is required.
 - l) As you move further into building more information/reference, less 'quick and dirty' materials– classroom for reading/literacy area.
 - m) Separate entrance for program space, meeting rooms, access after hours, separate from performance and children's program.
 - n) Technology lab and photocopy in back, patrons enticed to walk through library to use.
 - o) Glass walled study room.
 - p) Staff entrance on the left – with staff areas nearby. Circulation support nearer to circulation library space. Better for staff to be all together and more team orientated.
 - q) Is there a security issue with outside entrances for program rooms. Maybe community meeting room should be accessible like this? Security access to rooms can be less cumbersome than current system, access security is always an issue. Staff currently use card keys to gain access to staff areas. How to control after hours access to building needs to be addressed - P&R could be used to manage these spaces as they already have a model that works. Egress in emergency situations needs to be considered. Check out books before you use program rooms/restrooms etc.
 - r) Enclosed Spaces– program rooms, children's area/program – gateway access, technology lab/photo copy room partially enclosed (noise), teens area partial enclosed, study room in glass (noise), staff areas enclosed.
 - s) General level of activity in library – quite active around program rooms, quieter in the back and noisier at the front. No eating in library. Café is separate at front. People don't clean up after themselves and can spill drinks over books if no eating in library – its an ongoing maintenance issue.
 - t) Scheme is a 'Beltway concept' – a flow around the library with a core of info/community info etc.
 - u) Alternative Model Description: Entrance for children and teens in the middle of the library. Adult areas around the outside of the main central core and staff areas on the perimeter ring of the whole building. Exterior space front and center.
 - v) Café could not support program room requirements for catering etc, outside vendor could cause problems/complicate this relationship. One large kitchen or lots of smaller kitchenettes – centralized may be better – catering would generally be brought in so need for prep/cooking areas – sink in program rooms (hidden in cupboards etc) is great if restrooms are nearby – maybe if program rooms are centralized then one shared kitchen space could be viable.

VI. Growth and Adaptive Reuse Strategy

30 minutes

- A. Spatial Transformation
- B. Methodology
- C. Future Flexibility
 - 1. Everything on wheels – no fixtures.
 - 2. Sliding plexi-glass walls
 - 3. Buffers instead of walls – use collections to divide space up.
 - 4. Open versus enclosed
 - 5. Visual desire - see-through areas for security and visual appeal but also reduces/controls sound – e.g. glass etc.
 - 6. Lots of power/communications outlets, changeable wiring, movable lighting, network and telephone locations plentiful and movable.
 - 7. places that need to be specifically designed now – café isn't going to change much in the future, children's space – children will always be around and same size etc.
 - 8. How do you expand existing spaces – pop-out, add-on, exterior spaces could be used to expand, grow into exterior space – some exterior spaces included in plans.
 - 9. What about in 10-15 years time – what materials/services will not be needed? CDs, some media formats, librarians? – fewer but still around, less patrons?, fewer circulation staff, not as many stacks – more electronic books, technology/old format – phasing out could take a long time – e.g. Video is still around, it takes a long time for technology to phase out, digital downloads will take a long time to take over from CDs etc, back ups and security of information is a concern for users.
 - 10. What happens to the space left over from lack of stacks, technology etc – more merchandizing, more study areas, seating areas, connection spaces, swap out the spaces, congregation spaces, turning space over from one use to another.
 - 11. People will always embrace some technology, vinyl is being picked up by youth, it's a revolving landscape etc.

VII. Site Requirements

30 minutes

- A. Location and Access
 - 1. Library should be more visible, current sign is not easy to see, some people have asked from the plaza - where is the library? Where is the front door from outside of the building – this is not clear, we look just like the other city buildings – no uniqueness!
 - 2. We should be near where foot traffic already exists, other community areas, parks, shopping areas, other destination places, then wouldn't need café and close to public transportation, community center proximity is important – Remington location, the 'big pond', senior center. Mall would be another location if constructed, which is near the train station.
 - 3. Trees would be a shame to lose from this site – size, maturity etc.
 - 4. Staff areas should be customizable for future uses by other City services.
 - 5. More adjustable shelving, may not be used for books in future or different formats/sizes, new technology formats etc.
 - 6. Parking is an issue, protected pedestrian areas, underground option - health hazard - exhausts, theft, safety, security, well lit.
 - 7. Separate entrance for larger vehicles, bookmobile dangerous to drive through parking area, more bike parking, pedestrian access, homeless cubbies area – allows them to stow there stuff instead of bringing it into the library.
 - 8. Better security in the library, terrorist threat protection.
 - 9. Visual connection, sight lines for staff is important for security, lighting built into building versus outside light expectation (future development may reduce this light source).

10. Video surveillance – community issue, other city services solutions - public safety - golf course, facilities yard,
 11. Looking like you have surveillance can work as well(?) – are you breaking a promise to the public – creating a false sense of security.
 12. Camera's can make you feel there is a security issue at the library, government watching you, staffing the camera's – who pays?, keep film for evidence instead, public expectation of security.
 13. Libraries are considered a safe place – survey results 87% feel safe, what about the other 13% - that is quite a lot of people with bad experiences or concerns.
 14. People report an incident and expect staff to react and deal with the issue – staff do intervene in most cases, can't police everyone's conversations etc – but policing of stated policies is enforced.
 15. Library board to decide policy of security at the library.
 16. Defacing materials, theft etc goes on, generally cameras are acceptable but would have to be everywhere to cover all of library. Security gates in restrooms and seating areas should be very easy to see, high risk theft areas (computers, CDs, DVDs etc) could be more prevalent in design.
 17. Security costs, money issues, budget concerns – does the public desire this? Is this a Public record issue – how long to keep/store - timeframe for storing information/video.
 18. Mirrors could be used instead of video, lo-tech solution, other deterrents? what do other libraries use to deal with security.
 19. One entrance into children's area is type of security measure.
 20. Evacuation areas that are not across parking lots.
 21. Book shelves block view, could be slanted to improve visibility of space.
- B. Circulation
1. Pedestrian/vehicular segregation
 2. Front door should be obvious
 3. Signage on outside and exterior areas
 4. Marquee space
 5. When you drive-by you see the library, books, people etc, it should be clear what the building is, its purpose.
 6. 'Library' Signs!!
 7. Don't wrap the building with parking – it hides the buildings identity, maximize curb appeal and street presence – currently no presence at Sunnyvale. Library signs on main thoroughfare directing from main street locations.
 8. Banner signs down the sides of the building are good.
- C. Exterior Amenities
1. Statue – of course!
 2. Garden, sculptor garden, public art, sidewalks that are tiled, add to the curb appeal.
 3. Children's outdoor area
 4. Playground/Park area for picnics and sitting for all ages etc.
 5. Exercise area, fitness path, par course.
 6. Maze, labyrinth – walk the path, spirituality space, Thai-Chi garden, quiet place, stress reduction spaces, amphitheatre,

VIII. Building Program Concepts

20 minutes

1. There were lots of similarities between groups work/ideas
2. 'Get it quick', 'Bring people together and keep them apart', 'Pull them through the library'
3. Discrete spaces are generally not liked, traditional approach is not innovative, not inspiring, need a balance between traditional and new. Some traditional spaces can be a barrier to public.
4. Knowledge Stuff, Vision stuff, Reference Stuff, Relaxing Stuff, other ways to split up spaces.

5. Creative versus Traditional – be creative!
6. Celebrate Sunnyvale – we are no longer the heart of Silicon Valley. What will be next? We are in lonely planet – a place to check out, a place that relates back to our community. Microprocessor design, Eichler design, relate it to the community discussion etc, naming of areas. Solar Power could be our future – lots of sun in Sunnyvale – should be reflected in building – ‘the land of sun’.
7. Orchards and the past are also important here, local history connection could be emphasized, ‘apples to microchips’.
8. The collection is still really important but areas/organization of material could connect better with patrons – the level of precision in libraries is important – but most may never use this specialized service, need highlights section for the general user and specialized skills for others.
9. Dewey for staff and something simpler for public – something that relates to them – ‘Dewey for Dummies’, guidance signs, ‘2 digits vs 4 digits system’
10. Hand-helds to guide you to your books etc, foot steps light up floor and take you to books etc, beeping or light emitting card to aid finding books!! Books could be beeped from library as a reminder for public to bring back books!!!

IX. Conclusion

10 minutes

A. Next Steps and Action Items

1. What do you want us to remember?
 - a) Light and bright, comfortable convenient, chosen as a destination compared to a walk though, heart of valley but we are way behind technically, something to stand out from the rest, unique and special, open and airy, sound proof, remembering what works well and keeping that, good environmental design, green design, sustainable, carpeting throughout, easy to clean, looking good.

B. Feedback on Workshop

1. Plus
 - a) Loved the spaces exercise
 - b) Physical was good
2. Delta
 - a) Cards too big
 - b) Velcro blanket, to-go design wall, flannel/felt could be better than tape and card.